



# CUSTOMER SERVICE



**LEWIS WAY**  
LEADERSHIP DEVELOPMENT

WHERE LEARNING  
AND  
PASSION CONNECTS

# CUSTOMER SERVICES COURSES

## The Foundation of LWLD Customer Service Content



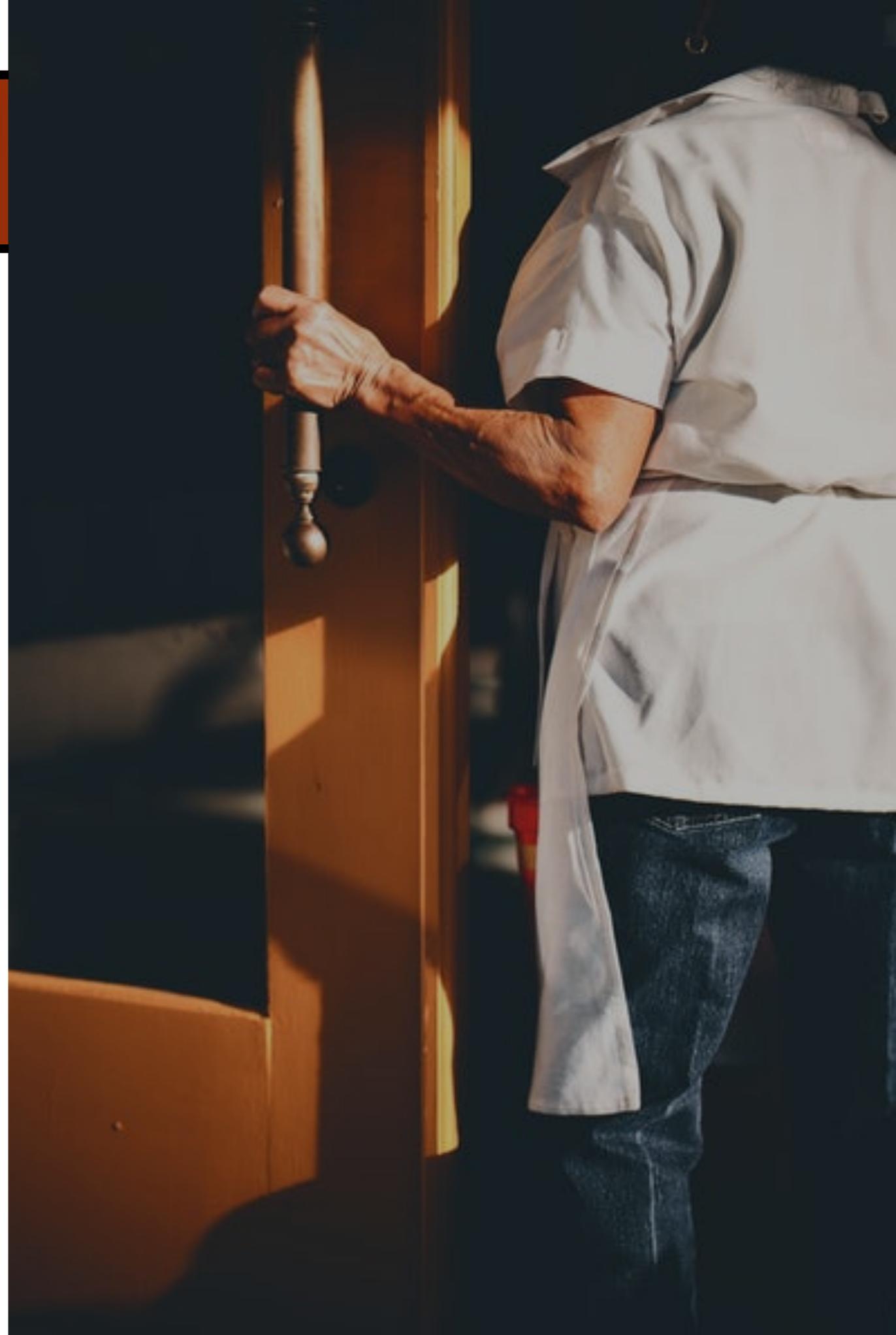
**Every business and organization serve two customers: Internal and External Customers.**



**Internal and External Customers are both essential to every business and organization.**



**External Customer service is connected to Internal Customer service.**



# CUSTOMER SERVICE COURSES

## Course: Beyond Office Politics



Workplace politics encompasses the power and authority processes and behaviors that are at work in a particular workplace. It is how the links between people in the workplace work. There are workplace politics at play in every organization!

In 1990, two American psychologists (Dr. Jack Mayer and Dr. Peter Salovey) purported that if there was a cognitive intelligence or IQ then there must be an emotional intelligence (sometimes known as EQ). Daniel Goleman, the co-founder of the Collaborative for Academic, Social, and Emotional Learning (CASEL)

theorized the social aspect of behavior as a complement to the emotional. His definition expanded to: “Social and emotional intelligence involves understanding your feelings and behaviors, as well as those of others, and applying this knowledge to your interactions and relationships.” In his work with CASEL he developed five interrelated sets of Social and Emotional Competencies: Self-Awareness, Self-Management, Social Awareness, Good Relationship Skills, and Responsible Decision Making. This one-day course will explore the social and emotional competencies and their role in working beyond workplace politics!

### What Will Students Learn?

- ✓ Understand what Workplace Politics is and why it is not always bad
- ✓ Distinguish between formal and informal workplace hierarchies
- ✓ Use practical steps to negate the influence of rumors
- ✓ Define Social and Emotional Intelligence and understand their importance in navigating workplace politics
- ✓ Understand the importance of Self-Awareness in dealing with workplace politics and think about your own strengths and abilities
- ✓ Understand the role of Self-Management in the workplace and learn to improve self-management through reflection
- ✓ Understand the roles of Empathy, Organizational and Service Awareness in the workplace and social awareness skill development
- ✓ Identify good relationship skills
- ✓ See the importance of responsible decision making and identify decision traps that should be avoided

# CUSTOMER SERVICE COURSES

## Course: **Amazing Customer Service!**



While many companies promise to deliver an incredible customer experience, some are better at delivering than others. This two-day course is designed around six critical elements of customer service that, when the company lives them, bring customers back to experience service that outdoes the competition.

### What Will Students Learn?

- ✓ Demonstrate a customer service approach
- ✓ Understand how your own behavior affects the behavior of others
- ✓ Demonstrate confidence and skill as a problem solver
- ✓ Apply techniques to deal with difficult customers
- ✓ Make a choice to provide customer service

# CUSTOMER SERVICE COURSES

## Course: Conflict to Collaboration



Many people see conflict as a negative experience. In fact, conflict is a necessary part of our personal growth and development. Think of when you were trying to choose your major in college, for example, or trying to decide between two jobs. However, conflict becomes an issue when the people involved cannot work through it. They become engaged in a battle that does not result in growth. When this type of conflict arises, negative energy can result, causing hurt feelings and damaged relationships. This two-day course will give participants the tools that will help you resolve conflict successfully and produce a win-win

outcome.

### What Will Students Learn?

- ✓ What conflict is and how it can escalate.
- ✓ The types of conflict and the stages of conflict.
- ✓ The five most common conflict resolution styles and when to use them.
- ✓ How to increase positive information flow through non-verbal and verbal communication skills.
- ✓ Effective techniques for intervention strategies.
- ✓ Ways to manage conflicts to enhance productivity and performance.

# CUSTOMER SERVICE COURSES

## Course: Customer Service Leadership



The need to lead, model, and promote the organizational values within a customer service environment is essential for business success. This one-day workshop will provide you with opportunities to explore your responsibilities within your role as a leader (supervisor or manager) in a customer service environment.

### What Will Students Learn?

- ✓ Identify ways to establish links between excellence in customer service and your business practices and policies.
- ✓ Develop the skills and practices that are essential elements of a customer service-focused manager.
- ✓ Recognize what employees are looking for to be truly engaged.
- ✓ Recognize who the customers are and what they are looking for.
- ✓ Develop strategies for creating engaged employees and satisfied customers in whatever business units you manage.

# CUSTOMER SERVICE COURSES

## Course: *The Art of Effective Meetings*



Meetings come in all shapes and sizes, from the convention to a quick huddle in an office hallway. This one-day workshop will be concerned with small working meetings; with groups that have a job to do requiring the energy, commitment, and talents of those who participate.

Members of such a group want to get some kind of result out of their time together: solving problems, brainstorming, or simply sharing information. At its best, such a group knows what it is about, and

knows and utilizes the strengths of individual members.

### What Will Students Learn?

- ✓ Understand the value of meetings as a management tool
- ✓ Recognize the critical planning step that makes meeting time more effective
- ✓ Identify process tools that can help create an open and safe forum for discussion
- ✓ Develop and practice techniques for handling counterproductive behaviors

# ADDITIONAL LWLD COURSES

- **Creating a Dynamite Job Portfolio**
- **Getting Your Job Search Started**
- **NLP: An Introduction to Neuro Linguistic Programming**
- **NLP (Neuro Linguistic Programming): Tools For Real Life**
- **Creative Thinking And Innovation**
- **Managing Pressure and Maintaining Balance**
- **Networking for Success**
- **Working Smarter: Using Technology to your Advantage**
- **Business Etiquette: Gaining that Extra Edge**
- **Research Skills**
- **Writing Reports and Proposals**
- **Advanced Writing Skills**
- **Business Writing That Works**
- **Conducting Accurate Internet Research**
- **Developing Your Executive Presence**
- **Creating Winning Proposals in a two-day course**
- **Skills for the Administrative Assistant**
- **The Minute Taker's Workshop**
- **Goal Setting**
- **Creating a positive working relationship**
- **Identifying and Combatting Fake News**
- **Workplace Harassment: What It is and What to Do About It**
- **Dispute Resolution: Mediation through Peer Review**
- **Workplace Violence: How to Manage Anger and Violence in the Workplace**
- **Orientation Handbook: Getting Employees Off to a Good Start**
- **Code of Conduct: Setting the Tone for Your Workplace**
- **Creating a Positive Work Environment**
- **Workplace Diversity Training: Celebrating Diversity in the Workplace**
- **Bullying in the Workplace**
- **Problem Solving and Decision Making**
- **Behavioral Interviewing Techniques**
- **Orientation Handbook: Getting Employees Off to a Good Start**
- **Creating a Top Notch Talent Management Program**
- **Dispute Resolution: Mediation through Peer Review**
- **Onboarding -The Essential Rules for a Successful Onboarding Program**
- **Business Succession Planning: Developing and Maintaining a Succession Plan**
- **Anger Management: Understanding Anger**
- **Managing Employee Performance**
- **All You Need to Know for project management**
- **Project Management: All You Need to Know**
- **Workplace Success: Eight Key Skills You'll Need**

# ADDITIONAL LWLD COURSES

- **Basic Business Management: Boot Camp**
- **Writing A Business Plan**
- **Entrepreneurship 101**
- **Intrapreneurship**
- **Communications for Small Business Owners**
- **Marketing for Small Businesses**
- **Building a Consulting Business**
- **Training HR for the Non HR Manager**
- **The Professional Supervisor**
- **Delegation: The Art of Delegating Effectively**
- **Inventory Management: The Nuts and Bolts**
- **Project Management Fundamentals**
- **Intermediate Project Management**
- **Advanced Project Management**
- **Understanding Project Management**
- **Risk Management**
- **Meeting Management: The Art of Making Meetings Work**
- **Talking To Employees About Personal Hygiene**
- **Conference and Event Management**
- **Negotiating for Results**
- **Managing the Virtual Workplace**
- **Marketing And Sales**
- **Effective Planning And Scheduling**
- **Business Leadership: Becoming Management Material**
- **Conversational Leadership**
- **Workplace Health and Safety: The Supervisor's Role and Responsibilities**
- **Facilitation Skills**
- **The Practical Trainer**
- **Using Activities to Make Training Fun**
- **Training with Visual Storytelling**
- **Developing a Training Needs Analysis**
- **Measuring Training Results**
- **Developing a Lunch and Learn Program**
- **Strategic Planning**
- **Business Ethics For The Office**
- **Safety in the Workplace**
- **How to Manage Anger and Violence in the Workplace**
- **Employee Accountability**
- **Balanced Scorecard Basics**
- **Disability Awareness: Working with People with Disabilities**
- **Business Process Management**
- **Knowledge Management**
- **Creating a Workplace Wellness Program**
- **Developing a High Reliability Organization**
- **Encouraging Sustainability and Social Responsibility in Business**
- **Planning for Workplace Safety**
- **Developing a Safety Procedures Manual**
- **Creating Successful Staff Retreats**
- **Digital Citizenship: Conducting Yourself in a Digital World**