

Providing High-Quality Customer Service ^[1]

November 1, 2019 by [Employee Services](#) ^[2]

Customer service principles apply to all CU employees, as we are all serving the needs of others. Whether or not you consider yourself to be in a traditional customer service role, your work affects students, employees or the CU community. Take a minute to consider who you are impacting and who your customer is.

LinkedIn Learning provides a continuum of courses and videos for individuals who want to work with customers as effectively as possible. In these resources, you will find more information about the following topics:

- Connecting with customers and building rapport
- Enhancing likability
- Actively listening to customers to determine needs
- Managing and communicating expectations
- Defusing angry customers
- Closing the conversation on a positive note

To improve your customer service skills, you can find the following resources through the Skillsoft and LinkedIn Learning links in the CU portal:

- [LinkedIn Learning: Customer Service Foundations](#) ^[3]
- [LinkedIn Learning: Innovative Customer Service Techniques](#) ^[4]
- [Skillsoft Book: Be Our Guest: Perfecting the Art of Customer Service](#) ^[5]
- [Skillsoft Book: Ten Steps to Successful Customer Service](#) ^[6]

You can find information on accessing and using LinkedIn Learning and Skillsoft at the following links:

- [Information on LinkedIn Learning](#) ^[7]
- [Information on Skillsoft](#) ^[8]

[Professional Growth & Training](#) ^[9], [Professional Development](#) ^[10], [LinkedIn](#) ^[11], [LinkedIn Learning](#) ^[12], [LinkedIn Learning](#) ^[13], [SkillSoft](#) ^[14], [service](#) ^[15]

Display Title:

Providing High-Quality Customer Service

Send email when Published:

No

Source URL: <https://www.cu.edu/blog/work-life/providing-high-quality-customer-service>

Links

^[1] <https://www.cu.edu/blog/work-life/providing-high-quality-customer-service> ^[2]

<https://www.cu.edu/blog/work-life/author/9230> ^[3] <https://www.linkedin.com/learning/customer-service-foundations-2/welcome?u=42275329>

[4] <https://www.linkedin.com/learning/innovative-customer-service-techniques/welcome?u=42275329>
[5] https://universityofcolorado.skillport.com/skillportfe/main.action?path=summary/AUDIO_BOOKS/133050
[6] <https://universityofcolorado.skillport.com/skillportfe/main.action?path=summary/BOOKS/33613>
[7] <https://www.cu.edu/employee-services/professional-growth-training/training-services/linkedin-learning>
[8] <https://www.cu.edu/employee-services/professional-growth-training/training-services/skillsoft>
[9] <https://www.cu.edu/blog/work-life/tag/professional-growth-%26-training> [10] <https://www.cu.edu/blog/work-life/tag/professional-development> [11] <https://www.cu.edu/blog/work-life/tag/linkedin> [12] <https://www.cu.edu/blog/work-life/tag/linkedinlearning> [13] <https://www.cu.edu/blog/work-life/tag/linkedin-learning> [14] <https://www.cu.edu/blog/work-life/tag/skillsoft>
[15] <https://www.cu.edu/blog/work-life/tag/service>