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:

- Skillsoft Book: Be Our Guest: Perfecting the Art of Customer Service [5]

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], LinkedInLearning [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