

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 Skillssoft and LinkedIn Learning links in the CU portal:

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

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

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

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