Published on *University of Colorado* (https://www.cu.edu)

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 Development [9]
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-development