

Human Asset Management: Secret Service - Creating an Inspired Customer Service Culture ^[1]

The purpose of the Human Asset Management: Secret Service – Creating an Inspired Customer Service Culture is to explore how we perceive our internal and external reality and how this impacts the service we deliver in each moment. If we are present, we can see the moment when we can choose to reflect and respond rather than react. New research regarding how we are emotionally triggered and strategies for dealing with difficult people will be discussed. Participants will develop new mindfulness filters and learn tools that improve the quality of their daily interactions and work life. Forget the ghosts of customers past and remember what it feels like to be inspired!

Program Level: Basic

Prerequisites: None

Advanced Preparation: N/A

Instructional Method: Group-Live

Instructor: [Tamara Moore](#) ^[2]

Recommended CPE Credit: 2.0 Hours

Field of Study: Communications and Marketing

Course Objectives:

At the end of the course, participants will be able to:

- Identify that anyone can be a customer in our personal and professional lives;
- Explain how human beings are wired for empathy and how we can be emotionally triggered;
- Describe our ability to “pause” between a stimulus and a response and how it can be productive and enhanced through mindfulness practices; and,
- Utilize strategies and tools for creating an inspired customer experience.

Program Policies ^[3]

NASBA Statement

The University of Colorado is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be submitted to the National Registry of CPE Sponsors through its website:

www.learningmarket.org

[4].



Source URL:<https://www.cu.edu/controller/cpe-cpas/course-catalog/human-asset-management-secret-service-creating-inspired-customer>

Links

[1] <https://www.cu.edu/controller/cpe-cpas/course-catalog/human-asset-management-secret-service-creating-inspired-customer> [2] <https://www.cu.edu/controller/tamara-moore-cpe-instructor>
[3] <https://www.cu.edu/controller/cpe-cpas-policies> [4] <http://www.learningmarket.org>