



SOLUTION SHEET

THE CHANGING NATURE OF CUSTOMER SERVICE

New: customer service curriculum for next level customer experience

Customer service is evolving.

It's no longer simply about servicing your customer. Customers demand to be a priority to the businesses they support. Their needs have to be at the center of every experience they have with your company. Misinterpreting or mishandling their demands could lead to lost business.

To engage with your customers, you need to know them and make supporting them a key, strategic initiative.

Most want immediate answers or satisfaction with minimal effort. They don't necessarily want to talk to a person when an online chat could be quicker and more direct. On the other hand, when a personal, one-to-one connection is needed, they want to know that they're your top priority. They expect to be heard, understood, and valued. And, they want any issues they may have resolved efficiently, effectively, and respectfully.

In the truest sense, they want next level customer service.

Skillsoft understands the changing nature of customer service. That's why we've introduced an enlightening, new, eight-course curriculum dedicated to keeping your customers engaged, valued, and satisfied.

The customer service curriculum is available in the Skillsoft Business Advance and Business Expert packages.



EMPLOYING A SCENARIO-BASED APPROACH, AND CREATIVE TEXT TREATMENTS, THESE COURSES DELIVER INSTRUCTIONAL CONCEPTS THROUGH ENGAGING SITUATIONS AND BEHAVIORAL DEMONSTRATIONS.

skillsoft®

SKILLSOFT.COM



EVERY SERVICE INTERACTION NEEDS TO BE TREATED LIKE A BUSINESS TRANSACTION

These new courses are designed to bolster your customer service with best practices, techniques, and strategies for success:

ADAPT TO YOUR CUSTOMER'S CUES

Learn how to recognize your customer's cues, identify a strategy to get the most from these cues and how to best respond.

INTERPRET CUSTOMER SERVICE PRIORITIES

Understand the scope and interdependence of your customer's priorities and how to address both their implicit and explicit needs.

DISCOVERING CUSTOMER NEEDS

Learn to employ a combination of skills to analyze a situation beyond stated requirements and uncover the full spectrum of customer needs.

FOSTERING A SERVICE MINDSET

Provide an exceptional level of customer service by developing a customer-centric mindset and attitude.

ENGAGING WITH CUSTOMERS

Boost CSR confidence, flexibility, and efficiency in every service interaction by uncovering proven techniques and best practices.

GENERATING EFFECTIVE SOLUTIONS

Discover new tools for finding the root causes of problems, aligning the proper solutions, and delivering satisfactory resolutions.

BECOMING A CHAT AGENT STAR

Learn best practices for implementing an effective chat service by developing appropriate communication skills adapted to that channel.

STRENGTHENING YOUR SERVICE SKILLS

Gain a deeper sense of achievement by recognizing key success strategies, boosting skillsets, and developing a career path.

Each course is eligible for .5 CPE in the NASBA program.

skillsoft 

SKILLSOFT.COM

DEVELOPED WITH NUEBRIDGE LLC

A global consulting and advisory firm focused on customer experience management, operational excellence, and strategic growth



VAFA AKHAVAN

Vafka Akhavan is the founder and chief customer thinker at NueBridge. The foundational platform for his success has been putting human anthropology at the center of stakeholder engagement. From human capital management and customer experience management to shareholder engagement management, Vafa has always focused on design and execution with the person at the center.



TOM BOND

Tom Bond integrates 30 years of military and corporate leadership success to advise senior leaders on driving innovation, operational excellence, customer centricity, change management and PMO operations. A key focus of Tom's work is in the establishment of a Customer Experience framework to gather, assess, and generate insights that drive key business metric improvements.

FEATURES

- Easily digestible 30-minute courses
- Scenario-based approach
- Creative text treatments and modern graphic design emphasize key subject matter
- Entertaining role playing in real-life scenarios
- Available anytime, anywhere, on any device — offering the much-needed flexibility to balance learning with work and life

BENEFITS

- Educates new and seasoned customer service representatives in how to provide next-level service
- Delivers instructional concepts through engaging situations and behavioral demonstrations
- Delivers best practices to help you understand your customers, create positive engagements, and ensure happier outcomes
- Explains key factors for developing a customer-centric attitude
- Offers best practices for, and identifies common pitfalls of, a chat service
- Promotes development of hard and soft skills for future career growth

Learn more at skillsoft.com/customerservice

skillsoft[®]