

“Understanding Customer Service and Soft Skills”



Presented By
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Customer Service teams must know how to provide the same level of service every time. Wouldn't you agree?



In order to be effective in any endeavor one must start with self assessment.

What are Character traits that you excel in?

We must know where we are in order to meet our clients where they are.

Soft Skills - a term used to refer to the more intangible and non-technical abilities. What are they?

What 3 soft skills do you feel are your strongest?

2 Keys to excelling in your work

1. Character

2. Skills



3 character traits that you feel will help you have the best year ever.



- | | |
|----------------------|------------------|
| Showing Appreciation | Communication |
| Empathy | Self- Motivation |
| Self-Confidence | Adaptability |
| Attention to Detail | Collaboration |
| Teamwork | Independence |
| Creativity | Innovation |

Bottom-line to Soft Skills

Humility

Understanding

Motivation

Appreciation

Naturalness

Balance

Enthusiasm

Integrity

Neutrality (In judgment of others)

Generosity

Human Being

Skills to focus on

1. Adaptability
2. Clear communication
3. Relate to your customers
4. Practice active listening
5. Knowledge

When conflict comes remember this:

"Conflicts provide the opportunities to see thing from a new perspective, clarify your own interests, strengthen bonds.

"Excel at what you do"

"We must restore, instill, respect, protect and maintain *Our Forefathers' Human Foundation (OFHF) of Integrity* and their display of good character teamed with people of good character."

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Evaluation

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Name: _____ **Position:** _____

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Contact me, I would like you to speak to my organization.

Contact me, I would like to find out more about your character building resources.

- The most valuable idea (s) I heard:

- The action step(s) I am committed to taking as a result of this presentation:

- How it will benefit my team or organization:

- Other comments:

I know of a business or organization that would benefit from this presentation:

Contact Name: _____ Position: _____

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