



Service Culture Refresher Training

Principles: Applies to all employees
 Refresh skills annually through short, targeted training to meet program or individual needs
 Manager Delivery and online options available

REQUIREMENT: IMCOM team members must complete annual customer service training in support of the Service Culture Campaign

Receiving Training Credit

For team-members to receive annual refresher credit for “Training in a Box,” managers should provide a roster of participants to their Service Culture Training Instructor. To receive credit for an online course, participants should give evidence of their training to their manager, who will inform their Service Culture Training Instructor.

C heerful greeting!	U se positive communication!	S how a positive image and attitude!	T eamwork
O wn your job!	M ake it up to the customer!	E xtra mile!	R emember to thank each customer!

CHOOSE WHICH TRAINING IS RIGHT FOR YOU!



“Training in a Box” – Direct Manager Delivery Options See course descriptions on pages 4-8

	C	U	S	T	O	M	E	R
01- Improve Internal Team Communication		✓	✓	✓	✓			
02- Non-Verbal Communication		✓	✓	✓				
03- Using Positive Language	✓	✓		✓				✓
04- Techniques for Displaying a Positive Image and Attitude			✓	✓				
05- Five Tips for Effective Listening		✓		✓				
06- Facility Image			✓	✓	✓		✓	
07- Create Your Personal Signature			✓	✓	✓			
08- Work Styles				✓				
09- Managing Up		✓		✓	✓			
10- Own Your Job					✓			
11- Fulfilling Customer Expectations		✓			✓	✓	✓	
12- Solving Problems					✓	✓	✓	✓
13- Service Recovery					✓	✓	✓	
14- Extra Mile			✓				✓	

15- Building Rapport with Internal Customers	✓	✓	✓	✓	✓	✓	✓	✓
16- Touchpoint Mapping	✓	✓	✓	✓	✓	✓	✓	✓
17- Adapting to Change	✓	✓	✓	✓	✓	✓	✓	✓
18- Three Keys to a Positive Mental Attitude	✓	✓	✓	✓	✓	✓	✓	✓
19- Just Breathe	✓	✓	✓	✓	✓	✓	✓	✓
20- Creating a Team Charter	✓	✓	✓	✓	✓	✓	✓	✓
21- A Primer in Professionalism	✓	✓	✓	✓	✓	✓	✓	✓
22- COVID19 Reopening- Providing Customer Support & Problem Solving	✓	✓	✓	✓	✓	✓	✓	✓
23- Eight Customer Techniques	✓	✓	✓	✓	✓	✓	✓	✓
24- Time Management for Frontline Team Members	✓	✓	✓	✓	✓	✓	✓	✓
25- Handling Challenging Behavior	✓	✓	✓	✓	✓	✓	✓	✓
26- Overcoming Negativity in the Workplace	✓	✓	✓	✓	✓	✓	✓	✓
27- Create your Ideal Work Environment	✓	✓	✓	✓	✓	✓	✓	✓
28- Managing Workplace Stress	✓	✓	✓	✓	✓	✓	✓	✓
29- Problem Solving I – What is the Problem?	✓	✓	✓	✓	✓	✓	✓	✓
30- Problem Solving II – What are the Potential Solutions?	✓	✓	✓	✓	✓	✓	✓	✓
31- Problem Solving III – What Do We Do Now?	✓	✓	✓	✓	✓	✓	✓	✓
32- Successfully Navigating Workplace Conflict	✓	✓	✓	✓	✓	✓	✓	✓

Online Options

See course descriptions on pages 8-14

10 Ways to be a Great Team Player in Challenging Times	✓	✓	✓	✓	✓	✓	✓	✓
Active Listening: You Can Be a Great Listener	✓	✓	✓	✓	✓	✓	✓	✓
Communication Skills for Professionals	✓	✓	✓	✓	✓	✓	✓	✓
Conflict Management and De-Escalation in Customer Service	✓	✓	✓	✓	✓	✓	✓	✓
Cross-Cultural Communication: How to Flex Your Style	✓	✓	✓	✓	✓	✓	✓	✓
Customer Service Training: Dealing with Difficult Customers	✓	✓	✓	✓	✓	✓	✓	✓
Customer Service Training: Empathy and Active Listening	✓	✓	✓	✓	✓	✓	✓	✓

Customer Service: Soft Skills Fundamentals	✓	✓	✓		✓			
Customer Success How to Exceed Your Customers Expectations			✓	✓	✓		✓	
Customer Success How to Put your Customers First			✓		✓	✓	✓	
Dealing with Difficult People		✓	✓	✓	✓	✓		
Dealing with Difficult People in Life & Work		✓	✓	✓				
Diploma in Customer Service		✓	✓	✓	✓	✓	✓	
Employee's Guide to Change, The		✓	✓	✓	✓			
Great Customer Service with Emotional Intelligence		✓	✓	✓	✓	✓		
How to Give and Receive Feedback Effectively		✓		✓	✓			
How to Stay Positive When Everything Feels Negative		✓	✓	✓	✓			
Introduction to Time Management				✓	✓			
Manage Change Through Collaboration and Teamwork		✓	✓	✓				
Mastering Conflict Management and Resolution at Work		✓	✓	✓	✓	✓		
Operating in an Inclusive Culture			✓		✓		✓	
Tactics for Tackling Difficult People in Life and Work		✓	✓	✓	✓	✓		
Ultimate Time Management-Unique Time Management Strategies					✓			
Your Customer Service Toolbox: Best Practices for Beginners	✓	✓					✓	

Action Planning

As an IMCOM professional it is vital for you to work on areas you identify as needing improvement. Writing down even just **one idea** from training that you would like to use solidifies your commitment. Use the Action Plan form to record your commitment.

“Training in a Box” Descriptions

01- Improve Internal Team Communication

1 Hour

A communication style self-assessment and group discussion on ways to apply their communication style in their daily work and interact with others of different communication styles. Use when:

- Communication is a challenge within your team or individuals do not recognize other team members' communication preferences.
- Team members need help recognizing their own preference for communication.
- Team members need help communicating in a way that they are heard, understood, and their message is recognized by their team.

02- Non-Verbal Communication

45 Minutes

An interactive activity designed to explore non-verbal communication and assess personal awareness of non-verbal body language and facial expressions. Use when:

- Non-verbal communication is a challenge within your team and with external customers.

- Team members need help recognizing non-verbal communication techniques used by others or displaying positive non- verbal communication.

03- Using Positive Language

45 Minutes

An activity designed to assist team members in delivering potentially negative or unpleasant news to internal and external customers in a positive manner. Use when:

- Positive verbal communication is a challenge within your team and with external customers.
- To help team members recognize negative language and find alternatives.
- Customers are complaining about staff not working with them to solve problems.
- There is negativity in the workplace.

04- Techniques to Display a Positive Image and Attitude

30 Minutes

An activity designed to assist team members in identifying all aspects of showing a positive image and attitude at work. Use when:

- Teams are not consistently displaying a positive image and attitude.
- Team members don't understand the importance of displaying a positive image and attitude.

05- Five Tips for Effective Listening

45 Minutes

An activity designed to show the importance of effective listening in communicating with our internal and external customers. Use when:

- Team members are missing the point of conversations with their internal and external customers.
- There is negativity in the workplace and team members feel they are not being heard.
- Listening is a challenge within your team and with external customers.
- To help team members improve their listening skills.
- Team members are presuming they know the answer and finishing customers' sentences.

06- Facility Image

45 Minutes

A brainstorming activity that encourages team members to take a closer look at the image their facility is presenting to customers and develop ways to improve it. Use when:

- Teams do not show pride in nor take ownership of the facility's appearance.
- There is an attitude of "that's not my job" with regards to facility upkeep.
- Unless it is specifically assigned to them, facility upkeep actions are not being taken by team members.

07- Create your Personal Signature

1 Hour

An activity designed to help team members do something that will create a lasting positive memory of a customer's visit to a Family and MWR facility. Use When:

- Team members are perceiving their work as mundane or not challenging
- There is a lack of motivation and/or apathy in the workplace
- There is a lack of pride in the work being done

08- Work Styles

45 Minutes

An activity designed to allow participants to identify their different work styles and that each work style plays a valuable role to the overall mission of the team. Use when:

- Teams are struggling to come together and work smoothly.
- Team members are expressing frustration that another teammate is not doing things the same way they do.
- Team members are not being valued by their teammates for their unique style.

09- Managing Up

1 Hour

The "Managing Up" technique is defined and team members participate in an activity to explore scenarios where this technique might be applied. Use when:

- Team members blame each other for problems.

- There is dissention among team members.
- Negative communication and behaviors are impacting team performance.

10- Own Your Job

45 Minutes

An activity designed to assist team members in identifying specific actions to "own their job", point out potential barriers and steps to overcome those barriers. Use when:

- Team members don't actively seek answers for customers.
- Team members haven't taken the initiative to fill in any "gaps" in their knowledge with regards to their job.
- Team members do not appear to be taking pride in their work.

11- Fulfilling Customer Expectations

45 Minutes

An activity designed to assist team members in understanding customers' expectations and assist them with becoming more proactive in determining needs. Use when:

- Team members need to be more proactive in taking action to assist customers.
- Team members say, "That's not my job," or other negative phrases.
- Team members need help developing ways to exceed customer expectations.

12- Solving Problems

1 Hour

A series of brainstorming activities and role plays to set your team members up for success when dealing with challenging customer situations and complaints. Use when:

- Team members are consistently referring problems to managers or their chain of command.
- Team members are intimidated when handling angry or upset customers.
- Team members response to a problem is "Fill out an ICE card."

13- Service Recovery

45 Minutes

A combination of discussion and exercises to ensure team members know and demonstrate their level of empowerment to provide service recovery for customers. Use when:

- Team members consistently give negative responses to customer requests instead of trying to solve the problem creatively.
- Team members need help identifying what actions they are allowed to take to solve customer problems.
- Team members consistently use excuses instead of solving customers problems (Ex. "Sorry, it's the policy, there's nothing I can do.")

14- Extra Mile

30 Minutes

A series of activities to help team members identify specific actions they can take to go the extra mile for their own customers. Use when:

- Team members have a "not my job" attitude in their work.
- Team members do the minimum requirements of their job role.
- Team members are struggling to find ways to go the extra mile.

15- Building Rapport with Internal Customers

50 Minutes

A workshop that provides methods to help team members build/establish rapport with each other. Use when:

- Team members are being rude to each other and not communicating effectively.
- Team members do not treat each other as individuals who are valued
- There is increased tension between coworker which is apparent to external customers

16- Touchpoint Mapping

1 Hour

The purpose of this lesson is to introduce the Family & MWR management team members and frontline staff to the touchpoint mapping process. This lesson will lay the foundation and teach the skills needed to create a touchpoint map for their program, event or facility.

17- Adapting to Change

1 Hour

An Exercise in Change is an activity designed to show how change is inevitable and to offer tips on how to best adapt. Use when:

- Team members are resistant to change, in process and procedures, group dynamics.

18- Three Keys to a Positive Mental Attitude

1 Hour

A series of activities to help team members maintain an optimistic mental outlook at work. Use when:

Can be used as a series to build on concepts from Training in a Box Modules 2, 3, 4, 7, or 10.

- Team members consistently have a negative attitude.
- Team members need encouragement during stressful times in the workplace.

19- Just Breathe

30 Min

An activity that teaches breathing relaxation as a way to recover from stress. Use when:

- There is tension among team members; high/fast battle rhythm for team members such as reduction in staffing, RIF, BBA, Base realignment.
- Helping Team members respond to challenging service situations.
- This module could be used in conjunction with other modules.

20- Creating a Team Charter

1 Hour

A workshop that introduces the new IMCOM Service Culture Initiative (SCI) Customer Pledge and allows team members to identify how they will uphold it in their program/facility. Use when:

- To introduce current team members to the IMCOM SCI Customer Pledge.
- Team members do the bare minimum, state “it’s not my job”, or lack initiative.
- To allow team members a voice in how they deliver the IMCOM SCI Customer Pledge elements.

21- A Primer in Professionalism

1 Hour

An activity that refreshes professional appearance, behaviors, and actions. Use When:

- To remind team members that they are IMCOM professionals
- Team members need ways to demonstrate professionalism in the workplace

22- COVID19 Reopening – Providing Customer Support & Solving Problems

1 Hour

A series of brainstorming activities and role plays to set your team members up for success when dealing with challenging customer situations and complaints related specifically to reopening after COVID19 with restricted program operations in place. Use when:

- Team members have to address customer behaviors that are not in alignment with local program reopening policies.
- Team members refer problems to managers or their chain of command.
- Team members are intimidated when handling angry or upset customers.

23- Eight Customer Techniques

1 Hour

An in-depth approach to using eight CUSTOMER techniques to deliver customer service. Use when:

- Team members struggle to deliver effective customer service
- Team members omit an aspect of customer service
- Team members need examples of customer service

24- Time Management for Frontline Team Members

1 Hour

A time management group discussion on ways to prioritize tasks in their daily work. Use when:

- There is a lack of productivity by staff
- Team members are unable to complete their duties
- Tasks are not completed by deadlines

25- Handling Challenging Behaviors

1 Hour

A workshop that provides methods to help team members handle difficult behaviors by customers/coworkers. Use when:

- Team members have difficulty dealing with challenging customers
- Team members complain about the same customers/coworkers repeatedly
- Team members negatively “label” certain customers/coworkers

26- Overcoming Negativity in the Workplace

1 Hour

A workshop that provides tips to help team members overcome negativity in the workplace. Use when:

- Team members complain about negativity in the workplace
- Negativity spreads throughout your work environment
- Team members refuse to work with certain coworkers who are negative

27- Create your Ideal Work Environment

1 Hour

A workshop to help team members take ownership of their job by creating an ideal work environment for themselves. Use when:

- Team members do not take pride in their workplace
- Team members are complaining about their work environment
- Team members do not feel empowered to make changes in their workplace

28- Managing Workplace Stress

1 Hour

A workshop to help team members manage stress in the workplace. Use when:

- Team members are calling in frequently with stress-related illnesses
- Team members appear overwhelmed and short-tempered.
- Team members are having difficulty concentrating and are forgetting routine things.

29- Problem Solving I - What exactly is the problem?

40 Minutes

A workshop to assist staff in correctly identifying the problem during customer service interactions. This workshop is Part I of a three part series that can be completed individually or as a whole. Use when:

- Team members are unable to correctly identify the problem.
- Team members spend time working on symptoms of a problem instead of the actual problem.
- Team members offer solutions prior to defining and analyzing the problem.

30- Problem Solving II- What are the Potential Solutions?

40 Minutes

A workshop to assist team members in developing solutions to a problem after it has been correctly identified. This workshop is Part II of a three part series that can be completed individually or as a whole. Use when:

- Team members are quick to provide the same solution for a common problem despite a diversity of customers.
- Team members have difficulty offering options to customers when solving problems.

31- Problem Solving III- What Do We Do Now?

40 minutes

A workshop to assist team members in successfully implementing their selected solution and evaluating results to determine success or failure. This workshop is Part III of a three part series that can be completed individually or as a whole. Use when:

- Team members need assistance implementing an idea or solution.
- Team members attempt to implement a solution prior to identifying goals, next steps, challenges, and measurements.

32- Successfully Navigating Workplace Conflict

1 Hour

A workshop to help team members to recognize and effectively deal with workplace conflict. Use when:

- Team members appear to be having personality conflicts.
- Team members are constantly complaining that coworkers are not doing a task properly when in fact they are just doing it a different way.
- Team members’ diversity is a source of conflict.

Alison

Visit <http://alison.com/register> and provide your first name, last name, and email address, and create a secure password. After you complete the sign-up form, you will receive an email to the address you provided. To complete the sign-up process, click on the confirmation link. Do not create an account via social media on your government computer! **You do not need to pay for a certificate upon course completion.** Proof of completion can be found in the Learner Record.

MILITARY ONE SOURCE/MilLife Learning

Visit <https://millifelearning.militaryonesource.mil/> and click the GET STARTED button. Select Morale, Welfare and Recreation from the options. Click 'Login to Enroll' below the course title at the bottom of the page. Accept the statement and 'Proceed to Login'. Register your new account > AFTER receiving your confirmation email, follow the link to the log in page. Complete the profile page. You may connect your CAC at this step. Click 'Save and Continue'. Return to Course Catalog and re-select course. Select 'Launch Course'. After completion, your certificate is available on your My Training page.

Udemy

Visit <https://armyciv.udemy.com/>. To register enter your @army.mil email address then press continue. Follow the instructions sent to your email address. For additional information, copy and past the following link into your web browser: <https://business-support.udemy.com/hc/en-us/articles/115005587568-Getting-Help>. Once logged in, click Learning Paths in the top menu. Type MWR Academy in the "Search Learning Paths" box and enter. Select from one of the available courses.

Computer Access Locations

- Facility Work Stations
- Shared Work Stations
- Personal Computer
- Library Computers
- Family and MWR Computer Lab Facilities (Training Center, School Age Services, Youth Center)
- Army Learning Centers
- Computer Kiosks for Learning
- Army Community Services (ACS) Computer Lab
- Recreation Centers (patron usage)

Online Course Descriptions

10 Ways to be a Great Team Player in Challenging Times

Udemy

1.5 Hours

Research shows that working well with your team members can lead to less burnout, more growth opportunities, improved productivity, better problem solving, fewer errors, increased potential for innovation and creativity, safer risk-taking, happier team members, enhanced personal growth, and self-awareness.

What you'll learn:

- Understand the role of supportive team members, especially during difficult times
- Evaluate how you see yourself vs. how other people on your team see you
- Facilitate discussions with your team members about how you can support one another more effectively
- Communicate in constructive ways, even under stress
- Listen while mitigating the impact of unconscious biases
- Take initiative (even if you're super busy)
- Be vulnerable and authentic without it feeling like you're oversharing
- Help your team members without taking on more than you should
- Develop cognitive flexibility to help you build resilience
- Know your role(s) on the team and how to lean into your strengths
- Be positive (even when things feel negative)

Active Listening: You Can Be a Great Listener

Udemy

2.5 Hours

Most of us want to get better at talking, but the REAL power tool for influencing others, leading, collaborating, having an impact, and being an an-all-around-better person is Active Listening. While regular listening can look like being blank and silent, Active Listening is engaged, creative, and responsive. In this course, you will gain both the internal awareness and external skill-set that are the foundation of Active Listening. You will be able to have far more satisfying, interesting, successful conversations. Learning Objectives:

- Define active listening
- Distinguish between Level 1 and Level 2 listening
- Describe the mindset behind active listening
- Explain behaviors that lead to active listening
- Recognize non-verbal cues that provide additional information when communicating
- Describe the importance of reflecting back and ways to do so
- Identify 5 Powerful Questions for deeper listening

Communication Skills for Professionals

Udemy

1 Hour

You'll learn the five essential communication skills that will position you as a true professional. Concrete tips in each lesson you can put into practice immediately include:

- Concise Communication
- Clear Communication
- Listening Skills
- Building Positive Relationships
- Collaborative Problem Solving

Conflict Management and De-Escalation in Customer Service

Udemy

2.5 Hours

You strive to provide the best service possible, but sometimes it feels like an uphill battle. Customers are demanding, situations escalate quickly, and despite your best efforts, you often leave work feeling drained and unappreciated. Your dedication to resolving issues and ensuring satisfaction is unwavering, yet the emotional toll can be significant. In this course, you will learn how to:

- Ask effective questions that provide insights into the customer's perspective and challenges.
- Address your customers' needs by offering relevant solutions and setting realistic expectations to minimize future conflicts.
- Replace language that triggers negative emotions and deliver unfavorable news professionally.
- Encourage customer feedback and take action to improve your products or services.
- Assess the legitimacy of complaints and utilize feedback to enhance products, services, and overall customer experience.
- Diffuse tense situations, manage escalations, and turn challenges into positive customer experiences.
- Manage stress effectively, ensuring they remain calm and composed during challenging customer interactions.
- Develop a positive mindset to embrace every challenge as an opportunity for personal and organizational growth.

Cross-Cultural Communication: How to Flex Your Style

Udemy

1.5 Hours

By the end of this course you will be able to confidently and effectively communicate cross-culturally, and by doing so, build stronger relationships, avoid offending people from different backgrounds, and gain a better understanding of how to communicate with anyone! Learning Objectives:

- List the various Cultural Profiles to distinguish the differences within a country.
- Explain the 6 components of Geert Hofstede's Model of National Cultural Dimensions.
- Identify verbal and non-verbal cues from various cultures.
- Explain culture both within a country and an organization.
- Define the individual differences seen in cross-cultural communication styles.
- Identify the key differences between a cultural profile and personality profile.

<u>Customer Service Training Dealing with Difficult Customers</u>	Udemy	1.5 Hours
Customer service is a necessary soft skill for anyone that has interactions with customers often. Knowing how to deal with difficult customers is a skill that can turn angry customers into brand ambassadors. This course shows you the ECA Method for conflict management with difficult customers:		
<ul style="list-style-type: none"> • E = Empathy: Show empathy to your customers. • C = Take Control: Take control of the situation. • A= Advocacy: Turn upset customers into brand advocates. 		
<u>Customer Service Training: Empathy and Active Listening</u>	Udemy	1 Hour
With the rise of digital technologies, customers have more power than ever. They expect not just a product or a service, but an exceptional customer experience. Our course will equip you with the skills to meet and exceed these expectations. It's time to stop reacting to customer complaints and start proactively creating positive experiences. By honing your listening and communication abilities, you can anticipate the following benefits:		
<ul style="list-style-type: none"> • Enhanced interactions with clients and customers • Heightened job satisfaction and motivation • Increased efficiency and productivity • Strengthened collaboration within your team • Improved problem-solving and conflict resolution • Expanded opportunities for career growth and advancement 		
<u>Customer Service: Soft Skills Fundamentals</u>	Udemy	1 Hour
This course will help you develop the soft skills you need to thrive when facing clients day after day:		
<ul style="list-style-type: none"> • How to take care of yourself while taking care of others • How to really listen to customers, not just hear their problems • How to be personable, even when you're not there in person 		
<u>Customer Success How to Exceed Your Customers Expectations</u>	Udemy	1 Hour
This course will provide key concepts, frameworks, and case studies to help you meet and exceed the expectations of your customers. In this course you will learn how:		
<ul style="list-style-type: none"> • The Value Universe affects every customer on their journey from expectation to loyalty • People decide what their real needs are • Hyundai Motors used customer insight to create an entirely new vehicle • Jobs to Be Done thinking will revolutionize your company • Costco delivers extreme value to millions of customers • Customer Lifetime Value will change the way you evaluate the real value of your customers 		
<u>Customer Success How to Put your Customers First</u>	Udemy	1 Hour
This course lays out the key principles every business needs to embrace. It starts with understanding that you are living in a “me first” world. To succeed in it, you must navigate a new path forward to “we.” In the course you will learn:		
<ul style="list-style-type: none"> • The customer roller coaster every business is on • What Jeff Bezos, founder of Amazon, really believes about customers • Why you must reframe your issues with customers • The five Cs on the Path to Trust • The three questions that form the Customer Experience triangle • The three simple rules to adopt that show customers they are first • Why understanding human emotions is so important • How to touch the heart and deliver results • The value of gratitude 		
<u>Dealing with Difficult People</u>	Udemy	1.5 Hours

Do you wish you could deal more easily with difficult people? Negative people can have a very big effect on our productivity, and even our mental health. It's crucial to learn how to effectively deal with them. What you'll learn:

- Specific tools to deal with difficult people
- Simple techniques to isolate your mindset and bulletproof yourself
- The different "behavioral archetypes"
- The process of consolidating a change in attitude and behavior

Dealing with Difficult People and Situations

Alison

2-3 Hours

Difficult people and stressful situations can be detrimental to both your personal and professional life. This conflict resolution course explains how to identify these difficulties and provides methods used to effectively communicate when tensions rise. We also study body language and other communication skills used to overcome emotional barriers. After completing this course, you will be able to:

- Define the universal needs that drive human behavior
- Explain how to use transactional analysis during workplace communications
- Discuss the importance of employee motivation
- Describe the behaviors that make people difficult
- Outline how to avoid unnecessary conflict when confronting difficult people
- Identify the types of difficult people and explain how to most effectively approach each type
- Describe the types of questions you ask to gather information
- Outline communication techniques that make for more effective conversations
- Identify the various types of managers, customers, and coworkers
- Explain how to approach difficult people in the workplace
- Recall the communication steps you should take to resolve a problem
- List practices that you can adopt into your life to develop a positive attitude

Dealing with Workplace Conflict

Alison

3-4 Hours

Workplace conflict is inevitable. There are many ways to deal with it as resolving tension is essential to the functioning of all organizations. This course identifies and analyses the behaviors and attitudes that can lead to conflict. After completing this course, you will be able to:

- Define Organizational behavior and describe its far-reaching impact
- Explain how to identify the primary causes of conflict in the workplace
- Discuss how to manage conflict in the workplace and establish the importance of positive workplace behaviors
- Outline how to guide an employee along the route from 'current' behavior to 'desired' behavior
- Outline the impacts of conflict and discuss how to resolve it in a productive manner
- Describe how to identify and properly resolve interpersonal conflicts in the workplace
- Discuss how to be assertive and communicate your needs without aggression
- Summarize how to remain calm during conflicts and prevent emotional overload
- Describe how to create 'win-win' resolutions that resolve conflict and create harmony
- Recall the importance of taking personal responsibility to achieve constructive conflict resolution
- Discuss how to reduce stress with better time management
- Describe the importance of finding real-life opportunities to be assertive about your needs

Diploma in Customer Service

Alison

6-10 Hours

Want to turn one-time customers into life-long customers? This Diploma course will teach you the excellent customer service techniques that every business needs. The course will first teach you how to effectively communicate and collaborate with customers and how to utilize efficient communication processes. You will then learn how to apply the fundamental aspects of customer service to your business so you truly satisfy your customers' needs. Upon completion of this course, you will be able to:

- Apply the fundamental aspects of customer service in a business
- Advance a customer service program from a fundamental to advanced level
- Communicate and collaborate with customers utilizing efficient communication processes

- Obtain customer feedback to continuously refine a customer service program
- Implement a customer service program in the hospitality industry, the retail industry, and the public sector

Employee's Guide to Change, The

Udemy

1.5 Hours

As they say, "change is the only constant". This makes adaptability crucial on the remote environment. This course covers:

- The psychology of change
- Why change occurs
- How to preempt the different types of stressors caused by change
- Dealing with changes in workforce
- Mitigating negative emotions in yourself and others

Great Customer Service with Emotional Intelligence

Udemy

1.5 Hours

This course will help you discover emotional intelligence, set you on the path to develop and improve your emotional skills and take it to the next level to build a great Customer Service Culture for yourself and in your company.

- What is Emotional Intelligence and why it is important in Customer Service.
- The basics of human irrational behavior
- How to start building a Customer Service Culture for your business
- How to develop our own Emotional Intelligence
- How to practice emotionally intelligent Customer Service.

How to Give and Receive Feedback Effectively

Udemy

1 Hour

This training contains everything you need to prepare and give useful and constructive feedback, communicate better, and boost your leadership. What you'll learn:

- Master the STAR method for giving feedback
- Make feedback more memorable
- Ask for feedback effectively
- Overcome the fear of giving feedback
- Know how to formulate a request effectively to get what you want and without creating conflict
- Learn how to manage difficult People

How to Stay Positive When Everything Feels Negative

Udemy

1 Hour

This course is for you if you want more energy, more joy, more peace of mind, and more compassion (especially towards yourself). It's also for you if positivity comes naturally to you and you want to grow OR if positivity feels like a far-off dream, and you want to try it anyway. Because what do you have to lose other than a lot of negativity, frustration and unnecessary baggage? What you'll learn:

- Identify how practicing positivity can improve your productivity, health, mental health, and more
- Identify the causes and costs of too much negativity in work and life
- Leverage the benefits of small amounts of negativity
- Distinguish between toxic positivity and healthy positivity.
- Apply 10 "Positivity Practices" that are user-friendly, simple, and achievable.

Introduction to Time Management

Alison

1-2 Hours

If your time isn't managed correctly, your day can be full of demands, distractions, and interruptions. This can be really tough, and sometimes a little overwhelming. Quite often, it makes us feel like we simply have too much to do. If your time is managed correctly, the difference is massive. You can get the same amount done (and more) with half the stress. Having completed this course, the learner will be able to:

- Explain the benefits of being organized
- Describe how to prioritize work
- Describe how to get in the right state of mind
- Describe the techniques of being organized

Manage Change Through Collaboration and Teamwork

Udemy

1.5 Hours

Despite the fact we spend all our lives changing and learning, many of us never really enjoy change. Change can be difficult. This course helps managers and individuals get to grips with understanding the emotional impact of change and how people can make or break a change process. You will learn:

- Appreciate the nature of change today and its impact on people
- Distinguish the difference between change avoiders and chase chasers and their impact on change projects
- Understand the Emotional Change Curve
- Recognize the benefits of collaboration and change projects
- Describe what is meant by collaboration
- Identify the skills of collaboration
- Formulate a plan of action to be better at collaboration

Mastering Conflict Management and Resolution at Work

Udemy

1 Hour

Does interpersonal conflict make you cringe? This course will make it easier for you to manage conflict and by the end of this course, you may even welcome the chance to work through a tough conflict. Learning Objectives:

- Identify how to resolve conflict and attend to a relationship effectively
- Name the 5 conflict handling behaviors
- Recognize why effective conflict resolution is important for meaningful relationships
- Identify reasons people have conflict with each other
- Name the typical reasons people are challenged by interpersonal conflicts
- Recognize the three aspects of the conflict handling spectrum.

Operating in an Inclusive Culture

MILITARYONESOURCE/MilLife Learning

2.5 Hours

Did you know that providing Morale, Welfare and Recreation, or MWR programs and services that include individuals with disabilities sends a clear message that we appreciate all of our patrons? In this course, you will learn how to deliver MWR in an inclusive culture and make MWR programs that respect and support each other.

Tactics for Tackling Difficult People in Life and Work

Udemy

1.5 Hours

This course on handling difficult behavior is suitable for all levels of ability. It is designed to help you face challenging situations wherever they happen, at work, in the home, or socially. It will equip you to handle them with flair and confidence. The course will also help you gain insight into your own reactions, and the self-defeating patterns that people can fall into when confronted by difficult behavior.

Ultimate Time Management-Unique Time Management Strategies

Alison

2-3 Hours

Having excellent time management skills is one of the key ways you win at the game of life. The Ultimate Time Management course helps you take complete control of your time and your life. After completing this course, you will be able to:

- Identify where your time is going to, and ways to get it back
- Describe how to speed up repetitive tasks
- Explain how to take advantage of normally wasted time
- Describe how to take advantage of normally wasted time
- Describe how to save time by getting people to respect your time
- Explain how to use a secret trick that can get you 25% of your time back in just one day
- Explain how to use time management tools and strategies that can save years on your life

Your Customer Service Toolbox: Best Practices for Beginners

Udemy

1.5 Hours

Customer service is just people helping people. Working with people can be tricky! Knowing the basics of how to knock customer's socks off with awesome service can not only help you excel in your role with your company, but it can make an impact on someone's life. In this course, you will:

- Discover the impact of your role in customer service
- Differentiate between customer service, customer experience, and internal customer service

- Use problem solving skills to resolve customer issues with ease
- Build better connections with your customers
- Model proper etiquette when interfacing with customers
- Explore how to delight and appreciate your customers
- Navigate difficult customers and turn them into forever fans