



The Customer Service Series offers five categories with fifty-one 5-Minute online “Power Courses” that helps you improve your customer service skills and become a more effective and productive employee. Not sure where to begin? Go to “Start Here” to discover five courses that will get you started on the right path. After you complete these five courses select the ones in the order that best fits your needs.

**Start Here** *(5 courses to get you on the right path)*

Pivot To Positive  
Service With Gusto  
Are You A Team Player  
Seizing The Constructive Out Of Criticism  
Houston, We Have A Problem

**Customer Communication**

Giving Instructions  
Handling Bad Mousing On The Job  
Humor In The Workplace  
It's All The The Tone  
See The Person, Not The Problem  
Selective Listening  
Speak Clearly Without Speaking A Word  
Tactfulness  
What I Meant To Say

**Extreme Customer Service**

Analyzing And Observing  
Are You A Team Player?  
Becoming A Better Listener  
Disability Awareness  
Empathy, A Positive Emotion  
Go With The Flow  
Positive Customer Relationships  
Product Knowledge  
Sales  
Service With Gusto!  
Treat Employees Like Customers  
Why Can't Everybody Be Just Like Me?

**Problem Solving**

Answer Questions With Class  
Multi-Tasking  
Triumph Every Time Being People Smart  
When Facing A Roadblock, Take A Different Road  
Working It Out  
Houston, We Have A Problem  
Critical Observation  
Effectively Multi-Task  
Expect The Unexpected

**Self Confidence**

Awaken Your Enthusiasm  
Be Yourself, A True Original  
Character Does Count  
Nice Guys Finish First  
Receiving Feedback  
Seizing The Constructive Out Of Criticism  
Showing Your Best Character  
Winning With A Win-Win Attitude

**Self Direction**

Acting On Feedback  
Become More Reliable  
Capitalizing On Organization  
Finding Your Confidence\*  
I'm A Ticking Timb Bomb  
Maintaining Motivation  
Ouch That Hurts! What Are My Emotional Bandaid's?  
Read Between The Lines To Empower Yourself  
Responsibility And Accountability  
Sharpen Your Creativity  
Take Initiative To Succeed  
Turn To Your Internal Filter  
What's Your Call To Action