

An Exclusive Leading and Learning with Character Leadership Development Series

Participant Guide/Answer Sheet Creating Effective Customer Service

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Module 1: Customer Service

How people perceive your organization is often based on how effective and efficient you are at customer service.

Notes:

Module 1: Customer Service

Key Questions:

1. Do I understand my role in customer service within my organization?

2. Does my attitude match our goal for efficient and effective customer service?

Module 1: Customer Service

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Self-Reflection:

1. Am I contributing positively or negatively to the customer service reputation within my organization?

2. Have I done everything that I can to improve customer service within my organization?

Module 2: Your Attitude, Your Responsibility



Notes:

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Module 2: Your Attitude, Your Responsibility

Key Questions:

1. Who controls your attitude?

2. Why do we allow others to control our emotions/attitudes?

3. What steps do you need to take daily to set the tone for your attitude?

Module 2: Your Attitude, Your Responsibility

Self-Reflection:

1. Who am I allowing to control my actions, attitude, and emotions?

2. Do I have accountability partners in my life?

3. Have I taken the correct daily action to set the right tone for the day?



Module 3: Effective Communication

Notes:

Module 3: Effective Communication

Key Questions:

1. How can I avoid communication/conversation traps?

2. Am I putting myself at a disadvantage by the conversations I'm having with others?

Module 3: Effective Communication

Self-Reflection:

1. Am I setting myself up for good communication within my organization?

2. Do the people within my organization understand who I am? Do I understand who they are?

3. Have I done everything that I can to avoid communication/conversation traps?

Module 4: Dealing with Difficult People





The

Dictators



The Know- The It-Alls Passives The "Yes" People The "No" The People Gripers

Notes:

Module 4: Dealing with Difficult People

Key Questions:

1. How do I deal with difficult people?

2. What changes do I need to make to improve my customer service?

Module 4: Dealing with Difficult People

Self-Reflection:

1. Am I part of the problem or part of the solution when dealing with difficult people ?

2. Am I a difficult person to deal with for customers and inside the organization?