



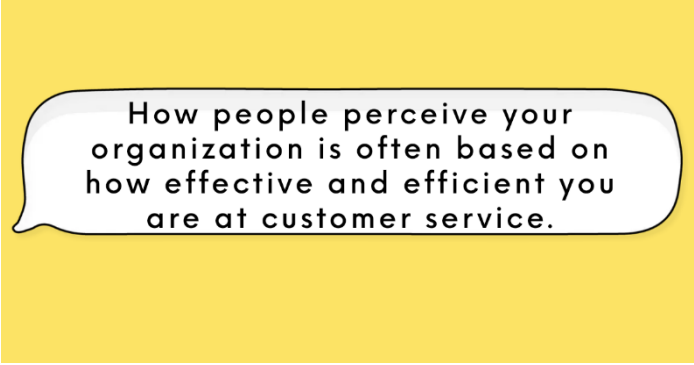
## Creating Effective Customer Service

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



## 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:**







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

## Module 4: Dealing with Difficult People



**Notes:**



## 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?