

# COURSE LIST

## CUSTOMER EXPERIENCE

*Deliver service excellence to end-users and external customers across property and workplace environments.*

### SHORT COURSES

(20-40 min micro-modules • From AUD \$9.99 ea • Self-paced)



Not sure whether Customer or Workplace Experience is right for your team?

Use **Customer Experience** to support external clients.

Use **Workplace Experience** to enhance internal collaboration.

### Communication & Interpersonal Skills

- Dealing with Stakeholders Equitably – Building Rapport
- Effective Communications for Influencing Others – Understanding Points of View
- New Starter Inductions – Communication and Clarity
- Preferred Methods of Communications – Modes and Channels
- Selecting Appropriate Forms of Communication
- Understanding How to Clarify – Tools and Techniques to Use

### Customer Service Excellence

- How to Create an Amazing Customer Experience
- Meeting Customer Needs – Identifying Customer Needs and Expectations
- Resolving Problems – Determining Priorities for Customer Service Delivery
- Understanding the Customer Experience – Building Service Excellence
- Upselling Capabilities of Your Business

### Stakeholder Interaction & Communication

- Giving and Receiving Assistance
- Understanding Customer Interaction – Building a Customer Journey Map

