

# CUSTOMER RELATIONS, CERTIFICATE OF COMPLETION

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## Requirements

The Best Practices in Customer Service Certificate enables students to further develop customer relationship skills by dissecting the anatomy of a complaint, assessing and regulating one's own verbal and nonverbal responses, practicing clarification tools such as paraphrasing or perception checking, and then utilizing critical problem solving methods to retain valuable customers. Emphasis on understanding one's own conflict style and customer's style, collaborating with customers and practicing active listening and solution-oriented communication to defuse angry customers. This certificate is also a gateway into other noncredit and credit programs, helping students develop workplace skills and training that will qualify them for even more work opportunities.

There are no prerequisite requirements for this program, and courses are open to all students.

Code	Title	Units
PROW NC036	The Art of Negotiating and Collaborating	0
PROW NC050	Best Practices in Customer Service	0
PROW NC019	Personality Styles and Difficult Relationships	0

## Learning Outcomes

1. Analyze and apply 4 essential Customer Service Best Practices in a role play.
2. Construct and deliver a constructive criticism customer service experience session.
3. Explain the different personality styles and how to adapt to each style.
4. Demonstrate the collaborative problem solving model to a case study.
5. Provide strategic customer service recommendations to a business related case study.