PROFESSIONAL TELEPHONE SKILLS, CONFLICT MANAGEMENT AND CUSTOMER SERVICE WORKSHOP

TUESDAY, OCT. 27
9:00 AM – NOON
KEYSTONE BUSINESS CENTRE
205 S. SEMINARY ST., FLORENCE, AL

SEMINAR ATTENDEES WILL LEARN ABOUT:

Action Tips for Telephone Courtesy
Do’s & Don’t’s When Talking with Customers
Action Tips for More Effective Communication
Response Planning to Handle Difficult Conversations
The Conflict Cycle
Choices in Conflict

Conflict Resolution Styles
How to Handle Complaints
Active Listening
Reframing
Customer Satisfaction
What Customers Expect
Eight Ways Customers Judge Employees

PRE-REGISTRATION AND PAYMENT REQUIRED

$35 per person for BBB Members
$45 Non-Members
$5 Discount per person for three (3) or more employees from the same organization.

To Register: Contact Robin at (256) 533-1640 ext. 104, Email: risbell@northalabama.bbb.org

The SBDC at the University of North Alabama is a part of the Alabama SBDC Network. Funded in part through a cooperative agreement with the U.S. Small Business Administration. Reasonable accommodations for persons with disabilities will be made if requested at least two weeks in advance. Contact Carolyn Long, UNA-SBDC, 148 Keller Hall, on the UNA campus, UNA Box 5250, Florence, AL 35632-0001, Phone 256-765-4599.