

# 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'ts 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](mailto: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.