

# Service Ready™ Core: Strengthening Customer Connections™

## Program description

In **Strengthening Customer Connections™** participants learn how to improve their ability to connect better with customers to meet their personal needs and create positive customer experiences.

## Modality



3.5 hours



3.5 hours



4 hours

## Languages



American English, Spanish (LATAM) / *Participant-facing materials only: Chinese (Simplified), French, German, Italian, Polish, Portuguese (Brazilian)*



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American English

- **Audience:** Employees supporting internal or external customers

## Learning objectives

- Delivers key concepts to elevate the importance of each customer's unique value.
- Connecting with your customer.
- Guidelines for exceeding a customer's needs.
- Projecting a willingness to help.
- Choosing positive language.

## Skills

- Connects personally with customers
- Strengthens customer relationships
- Projects willingness to help the customer
- Recognizes words to avoid that annoy or diminish a customer's value
- Develops respectful responses that build customer loyalty
- Meets client needs



Instructor-Led  
Training



Virtual  
Instructor-Led  
Training



Digital /  
E-learning