

# Course Description

## Extraordinary Customer Communication Skills AMS224



### Overview

Extraordinary Customer Communication Skills will help participants develop new listening skills and improve their ability to evaluate information and respond appropriately. Active listening is a skill that can improve effectiveness and productivity by eliminating the confusion and wasted time involved in miscommunication. The course gives each person experience in practicing effective listening and communication, gathering data and giving feedback that responds to the verbal and non-verbal components of a message. It focuses on developing strategies for both clear and precise communication and overcoming the barriers that hinder understanding and recognizing the impression created by words and attitudes. The course will use a variety of skill-building techniques such as self-assessment instruments, discussions, and role plays designed to increase interpersonal effectiveness at work.

### Learning Objectives

- Develop active listening techniques and the ability to communicate with impact
- Identify ways to overcome barriers to active listening
- Interpret non-verbal signals and body language and the impact they have on communication and job performance
- Learn how to identify and use effective feedback
- Assess personal styles and identify problems and barriers to effectiveness
- Develop strategies for communicating with other employees, customers and vendors

### Format

This course is highly interactive and adaptive to participant's interests and needs. A discussion approach is used and is accompanied by individual and team exercises. The coverage is practical but intense and designed to impart usable skills for each participant.

### Delivery Options

### Duration

One day / On-line 6 hours

### Who Should Attend

Any individual who wants to improve their ability to communicate with customers would benefit by taking this course.