

# CUSTOMER SERVICE: EFFECTIVE COMMUNICATION APPROACHES

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Service is the keystone to all successful businesses. Communication is the keystone to human interactions. Review and practice of core principles, knowledge and skills for effective workplace communication are essential to good customer service. This Customer Service: Effective Communication Approaches certificate includes three noncredit courses (NC 1002, NC 1003 and NC 1006) that provide general knowledge, skills and awareness around customer appreciation, effective and positive communication, and strategies for dealing with challenging work issues and conflict.

| <b>Code</b> | <b>Title</b>   | <b>Units</b> |
|-------------|--|--------------|
| NC 1003     | CUSTOMER SERVICE: MASTERING COMMUNICATION            | 0            |
| NC 1006     | CUSTOMER SERVICE--DEALING WITH DIFFICULT PEOPLE      | 0            |
| NC 1002     | CUSTOMER SERVICE: CUSTOMER APPRECIATION APPRECIATION | 0            |