



Experts

1. Kantola .

Listening Under Pressure

Product Id (062959)

🕒 23m 1s | 📁 Personal Productivity | 📁 3 module(s) | 📶 All

It's easy to get sidetracked by coworkers, cell phones, other customers, and a hundred other things. Good listening skills are essential for meeting customer needs—and ensuring a positive experience with your organization.

In three entertaining and informative stories, you'll learn the right and wrong ways to handle customer service challenges. You'll learn how three specific listening skills can soothe upset customers; help you get the information you need to solve their problems; and keep your focus in spite of interruptions. Once you've mastered these crucial skills, great customer service will be second nature.

A Certificate of Completion can be earned by scoring 80% or better on all Post-Assessments. A Badge can be earned by scoring 90% or better on all Post-Assessments.

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Our Why

It's all about the "Why". At LearnKey that is Improving Employability Every Day. How we do that is through in-demand workforce solutions including career certification programs & learning solutions for every type of enterprise.

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