



The Public Safety Group

Customer Service

Customer service skills for public safety communications professionals is a critical class for all telecommunicators. Today it is not good enough to be technically competent. You must also provide a level of service. This three-week course will teach you how to handle difficult callers and what you can do to increase the level of service you provide each day.

PREREQUISITES:

None

BENEFITS OF TAKING THIS COURSE:

After taking this course, you will understand:

- who your customers are.
- how to provide the highest level of service.
- the importance of providing high levels of service.
- how to handle difficult callers while providing great service.

WHAT YOU WILL RECEIVE:

- The ability to interact with your peers – discover common problems – find out what is working for them – share information and materials – build a support network of friends in like positions.
- One-on-one mentoring – feedback and assistance from your instructor as you learn how to better handle domestic violence calls.
- Certificate of completion upon successful completion of the course.

COURSE OUTLINE:

Week 1: Customer Service Basics

The importance of customer service
Who are your customers?
Expectations of callers
Six sins of customer service

Week 2: Keys to Customer Service

Stamp collecting
Hooks
Handling difficult callers
Words to use and avoid
How to defuse anger

Week 3: Communication

- The communication process
- Handling the use of profanity
- What to do to provide great customer service
- Dispatcher-field responder relations
- Dispatcher-dispatcher relations
- The Golden Rule
- Course wrap-up and final exam

TUITION:

\$169.00 – includes all course materials

You can register on our registration page