



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. But, you must provide a level of service. This three-week course will teach 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 be able to:

- 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
6 sins to customer service

Week 2: Keys to Customer Service

Stamp Collecting
Hooks
Handling difficult callers
Words to use & avoid
How to defuse anger

Week 3: Communication

- The communications 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:

\$219.00 – includes all course materials

You can register on our registration page