



The Customer is Always Right... Or Are They?

Handling Poor Customer Behavior

Tuesday, October 21, 2014

1:00 p.m. – 4:00 p.m.



Location: Hattie Mae White ESC
4400 West 18th Street

Contact Info:
OrgDev@houstonisd.org

It's inevitable. Whether you work with internal or external customers, you will always encounter people who exhibit rude behavior. Yet, your job is provide excellent service to them. That does not mean you are required to accept the "gift" of rudeness. A skilled customer service provider can decode rudeness and apply the Rules of Civility to any interaction. This workshop will address:

- Personal accountability in providing positive customer service
- Reframing negative customer service responses
- Minimizing the sting when you have to say no
- Recognizing and interpreting non-verbal communication during customer interactions

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