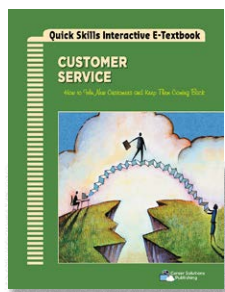


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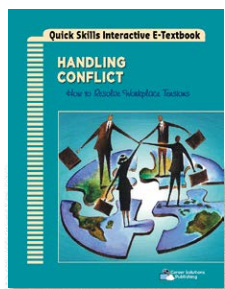
Customer Service

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9 Chapters | Facilitator's Guide | Suggested level: High School, Adult

QS 4010

Putting the customer first is how companies keep current customers and entice new ones to use its products or services. Giving customers what they want, increasing customer loyalty, and eliminating customer dissatisfaction is the focus of this book.

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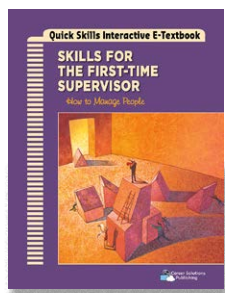
Handling Conflict

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Understanding why conflict arises and how to better manage it is a skill that can be learned; however, the process requires understanding oneself and others. With this book, students will cultivate the skills necessary for handling conflict in an effective and constructive manner.

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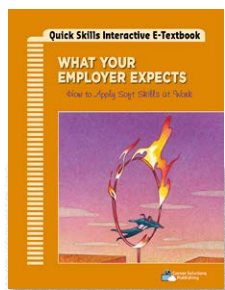
Skills for the First-Time Supervisor

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New supervisors face common challenges. While previously being responsible only for their own efforts, they often feel nervous about being judged by the work of those under their supervision. This quick, preparatory course focuses on key concepts and abilities needed by supervisors.

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Starting out strong is important for any newly-hired employee, and enhancing the skills, behaviors, and attitudes that employers want is the key to long-term success. Students will learn strategies and receive recommendations and guidelines to assist in this process.

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