



Customer Service and Employability Course




Gain a Level 1 Qualification 

 **The Place 13 Northlands Pavement, Basildon SS13 3DU**

 **13th 14th and 15th November 2019
9:30am – 4:30pm**

 **Who is the course for?**
Anyone who wishes to gain qualifications in Customer Service and Conflict Management as well as learning general employability skills such as interview skills and CV writing techniques.

 **About the course**
Subjects covered include:

- How to meet and exceed customers' needs and expectations
- The importance of appropriate behaviour and communication techniques
- Ways to deal with problem customers
- How communication can be used to solve problems and reduce the likelihood of conflict
- The factors that influence human responses in conflict situations
- How to assess and reduce risks in conflict situations
- How to communicate effectively and de-escalate conflict in emotive situations

To book a place on this course please contact **Nadine Houghton** on **07866 152927** or email **CSRbox@morgansindall.com**