

# Monthly Learningfest



## Knowledge Spotlight

January 2019

### Customer Service

#### **Customer Service Foundations 1(h) 23(m)**



Do your customers feel valued? When they do, they keep coming back. When they don't, your business suffers. In this course, writer and customer service consultant Jeff Toister teaches you the three crucial skill sets needed to deliver outstanding customer service and increase customer loyalty. Learn how to build winning relationships, provide the right assistance at the right times, and effectively handle angry customers. He also shares ways to find out what your customers really think about your service and use their feedback to improve.

##### **Topics include:**

- Identifying your customers
- Building rapport
- Enhancing likability in person, on the phone, and via email
- Using active listening techniques
- Taking ownership of problems
- Empathizing with customers
- Defusing angry customers

### Leadership (Current and Aspiring leaders)

#### **Leading with Emotional Intelligence (2018) 1(h) 2(m)**



Emotions are all around us in the office, and it's important for leaders to understand how to harness them to cultivate productivity and positive relationships. In this course, Britt Andreatta shares how to boost your emotional quotient (EQ) to better lead teams, work with peers, and manage up. Learn what emotional intelligence is and how it factors in at work, and discover concrete techniques for raising your own EQ. This includes perceiving yourself accurately, exercising emotional self-control, understanding and managing your triggers, and developing empathy. Then, turn those lessons around to build your awareness of others and become a more inspiring—and effective—leader.

### Health/Wellness

#### **Cultivating Mental Agility 37(m) 31(s)**

In a fast-moving world full of rapid changes, we can't keep thinking the same old way. We have to challenge our ingrained thinking habits to become better and faster problem solvers and decision-makers, able to think strategically or tactically depending on what the situation calls for. Mental agility is what makes employees indispensable to companies and helps those companies stay relevant in the marketplace.

### Spotlight Course of the Month

#### **Being an Effective Team Member 31(m) 42(s)**

It's easy to call out the qualities that make someone a poor team member. But what makes a person invaluable on a team? In this course, Kelley School of Business professor Dr. Daisy Lovelace highlights the key characteristics of exemplary team members. As she dives into each trait, Daisy shares how—by making subtle changes—you can adopt these behaviors to become a more valuable collaborator. Learn tips that can help you increase your self-awareness, demonstrate that you're a reliable teammate, approach teamwork more collaboratively, and more.