



# **MLS Core Value 2022 – Customer Service**

Launch Date: 11/15/21

**\*\*Due Date: 08/31/22**

## **Learning Path 2022 (Core Value): Customer Service Standards Option 1 4(h) 32(m)**

- Customer Service Foundations 1(h) 22(m)
- Customer Service: Serving Internal Customers 43(m)
- Customer Service Problem Solving and Troubleshooting 32(m)
- Building Rapport with Customers 27(m)
- Customer Service: Handling Abusive Customers 39(m)
- Creating Positive Conversations with Challenging Customers 33(m)
- Listening to Customers 16(m)

## **Learning Path 2022 (Core Value): Customer Service De-Escalation Option 2 5(h) 26(m)**

- Customer Service Foundations 1(h) 22(m)
- Customer Service: Serving Internal Customers 43(m)
- Customer Service: Managing Customers Expectations 21(m)
- Customer Service: Problem Solving and Troubleshooting 32(m)
- Building Rapport with Customers 27(m)
- Customer Service: Handling Abusive Customers 39(m)
- Creating Positive Conversations with Challenging Customers 33(m)
- De-Escalating Conversations for Customer Service 49(m)

## **Learning Path 2022 (Core Value): Customer Service Advanced Option 3 7(h) 39(m)**

- Customer Service Foundations 1(h) 22(m)
- Providing Legendary Customer Service (Audio Only) 1(h) 14 (m)
- Customer Service: Serving Internal Customers 43(m)
- Creating a Positive Customer Experience 57(m)
- Customer Service: Managing Customers Expectations 21(m)
- Building Rapport with Customers 27(m)
- Listening to Customers 16(m)
- Empathy for Customer Service Professionals 20(m)
- Teamwork Foundations 1(h) 25(m)
- Building Resilience 34(m)

**\*\*New completion date – August 31, 2022**