



LCCC@Work

2 hours workshops @ \$49 / 3 hour workshops @ \$75

Limited Seating Register Today!

Customer Service Sessions to Get You on the Right Track

Dealing with Difficult People

This hands on interactive workshop will cover; three major factors at work when dealing with difficult people, understanding your reactions to difficult people, discovering the underlying reasons people are difficult, how to effectively deal with the most typical types of difficult people, practical strategies for effectively dealing with people who are difficult, techniques to take charge of your interactions and get the results you desire.

3 hours **March 5**, 1:30 p.m. to 4:30 p.m.

Dealing with the Out-of-Bounds Customer

Although the percentage of customers who are truly out of bounds is low, you probably will encounter a few during your career. You can identify an out-of-bounds customer because he or she refuses to listen to reason, regardless of your effective use of Key Principles and Taking the Heat Skills. Learn how to identify when customers are truly out of bounds. Deal more effectively with irate, irrational customers and prevent customers from behaving in an out-of- bounds manner. 2 hours **April 23**, 8:30 a.m. to 10:30 a.m.

Nonverbal Cues: True Feelings Shine Through

Have you ever felt uncomfortable when someone said, "Have a nice day" without looking you in the eyes? Did you ever feel unwelcome when someone said, "I can help you here," without smiling at you? Understand how the customer perceives your nonverbal cues. Become aware of your nonverbal habits on the phone and in face-to-face interactions. Identify how you can adjust your nonverbal communication to increase your effectiveness on the job.

2 hours **April 29**, 8:30 a.m. to 10:30 a.m.

Selling: A Valuable Service

Understand the role of providing service through selling. Make accurate and value-added suggestions to customers, identifying appropriate and inappropriate times to use selling. Understand customers' perspectives on selling. Learn to uncover unstated needs.

2 hours **April 30**, 8:30 a.m. to 10:30 a.m.

To register visit our website
www.lorainccc.edu/workshops
For more information Call: Julie Cantrell 440.366.4301

Workshops will be
held at
Lorain County
Community College