



# GENERATIONS SOUTHEAST

COMMUNITY LEARNING CENTER

## CAREER & TECHNICAL TRAINING

### Customer Service Training

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**Training Location:** Generations Southeast Community Learning Center & Virtual options available

**Instructor:** Tlingit & Haida, Customer Service Department

**Cost:** \$175

**Course Duration:** 3 Hours

#### Program Summary

Generations Southeast is offering Customer Service Training in partnership with Tlingit & Haida's ARPA Citizen Support Services Department.

Customer Service Training will offer firsthand training for participants to gain an understanding of best practices for customer service through a direct one-on-one interaction between a customer and a representative. Upon course completion, participants will understand how to build rapport with customers through emotional intelligence, customer service best practices and tips, along with commonly used administrative techniques and processes. This course is a six-hour, one-day session offered four times per year via teleconference as well as once in person.

#### Topics Covered

- Emotional Intelligence
- Customer Service Best Practices & Tips
- Conversational Etiquette
- De-Escalation Techniques
- Administrative Systems
- Common Phone Practices

**To register or for more information, contact:**  
**Haa Káak Hás Kahídi - Our Uncles' House**  
**Generations Southeast Community Learning Center**  
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***ALL courses offered  
at the Generations  
Southeast are open  
to the public!***