

Title: Customer Service Skills – Giving PEKs
Duration: 60-90 minutes
Speaker: Deborah Jenkins, PHR, SHRM-CP

Course Description:

No matter what your job is, delivering exceptional customer service to both external and internal customers will lead to smoother and more profitable transactions. Being prepared to “joyfully serve with a smile” and extinguish heated moments will make your work world more enjoyable for both your customers and for you.

The cornerstone to generating business success is consistently exhibiting superior customer service, and giving "PEKs". This goes for all positions, at all levels. Not everybody has an intuitive understanding of what good customer service really is, how to demonstrate it, and why it is important. In addition to offering professional and courteous service, being armed with techniques to de-escalate heated situations is one of many tools that everyone needs to have in their tool belt. Customers include not only clients but also co-workers, suppliers, vendors and any business associate. Being aware of your internal and external customers' needs, desires, and expectations will build lasting and profitable relationships.

Determine who customers are, explore what customer service means, and review methods to deliver superior service.

With this resource-loaded, fast-paced, and relatable course, you will receive tools, tips, and techniques to use to successfully lead your team. By the conclusion of this training, you will have actionable items and tools to implement the learning objectives and achieve sustained success.

This is a PowerPoint instructor-led presentation that includes lecture, audience participation, key takeaway action plans, and is qualifiable for 1.0 CEUs/instruction hour.

Course Objectives:

- Understand that customers include everyone we interact with in business
- Identify challenges and alternative responses
- Recognize the importance of delivering good customer service
- Explore best practices
- Learn tips and techniques
- Determine expectations and responsibilities

Course Outline:

1. Defining Customers
2. PEKs
3. Review of Exemplary Customer Service
4. Conflict De-escalation Tips

Why Attend:

Attending this training will help you and your team grow professional skills and discover how to work towards continued success for yourself, your team, and your organization. It

will help you to advance your current success, boost your chances to meet your future goals and aspirations, and to inspire others to follow your lead. Further, this course will help your team better understand company-wide expectations of individuals and teams to achieve desired results. When workplaces incorporate these cultural principles, the work environment becomes a place to look forward to coming into with enthusiasm.

If developing your skills aren't prioritized by you or your organization, you risk individual, team, department, and organizational failure without everyone reaching their full potential.

Who Will Benefit:

Everyone that interacts with others and aspires to continue their professional development will benefit from this training. That includes anyone from front line workers to the leadership team. It is also general information that is relevant to all industries including human resources, medical, legal, hospitality, transportation, government, sales, communications, education, insurance, science, engineering, banking, non-profit, fitness, investment, realty, marketing, construction, and more. Human Resource Professionals, Supervisors, Managers, Business Owners, CEOs, COOs, CHROs, Presidents, Vice Presidents, Employees.

Speaker Profile:

Deborah Jenkins has over twenty years of experience as an Accounting and Human Resources (HR) Professional. She has served in senior leadership roles as well as supporting businesses as an HR generalist, payroll specialist, training and development provider, and benefits administrator. The variety of industries she has contributed to spans the public, private and non-profit sectors. From this, Deborah has derived a broad understanding of the challenges facing business leaders, HR professionals, and all personnel. After having spent years broadening her skills, knowledge, and experience, Deborah now serves her clients as a Human Resources Consultant, Leadership Development and Workforce Training Expert, Motivational Speaker and Executive Coach through her business, HR Solutions, LLC.

To prepare her for these opportunities to serve her clients, Deborah earned a Bachelor's Degree in Human Resources Management and an Associate's Degree in Accounting. She further is a certified Human Resources Professional from leading associations in the world, including a Professional in Human Resources (PHR) from the Human Resources Certification Institute, a Society for Human Resource Management Certified Professional (SHRM-CP), and a Toastmaster's Competent Leader (CL). To offer additional value-added tools to her services, Deborah has completed training and is an Authorized Partner and Trainer with Wiley's Everything DiSC®.

Deborah believes that learning is a lifelong adventure, and she continually pursues personal and professional development. She also believes in giving back to her community and has been an active board member for several non-profit organizations including local Toastmaster's Chapters and both the local Society of Human Resource Management (SHRM) chapter as well as the Montana State Council SHRM.

By sharing knowledge, inspiring others, and continually pursuing personal growth, Deborah aspires to ignite both individual and corporate success, thus enhancing overall

well-being and shared fulfillment. Her goal is to assist others to develop more effective communications, supportive collaboration, and harmonious concord to reach superior streamlined, successful, and enjoyable results. Starting her own business in 2013 allows her to allocate her energies to accomplish this mission and focus in the areas she's most passionate about: Leadership Development, Workforce Training, Motivational Speaking, and Human Resource Management Consulting.

When Deborah is not working, learning, or volunteering her time, she enjoys hanging out with family and friends, spending time outdoors with Mother Nature, and taking in the arts and entertainment offered in her home state of Montana and beyond.



Scheduling:

Contact us at: [HR Solutions](https://www.hrs-mt.com) | [Contact Us \(hrs-mt.com\)](mailto:Deborah.HRS@outlook.com)