Customer Service Training

Communication

Barriers

We make NM State an exceptional place for our students and employees. By delivering outstanding service, emphasizing respect, taking personal responsibility, and establishing high pride.

Handling Difficult Customers

Serving Your Customer

Cycle of Service

Human Business

6 Things Customers Want

1. Information Options
2. Alternatives
3. Friendliness
4. Understanding
5. Empathy
6. Respect

4 Levels of Listening

1. Reflective/Empathic
2. Active
3. Selective
4. Inactive

3 Types of Concern

1. Circle of INFLUENCE
2. Circle of CONCERN
3. Circle of PROACTIVE

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Cycle of Service

1. Moment of Truth
2. Information
3. Decision
4. Experience
5. Feedback
6. Learning
7. Closed

How to Get Information

1. Consistency
2. Objective
3. Action
4. Thinking
5. Communication
6. Listening
7. Humility