

*"The HDI instructor was very knowledgeable. I left the course feeling prepared to deal with all types of people."*

— Kapreena Owens,  
Johns Hopkins University

*"To deliver excellent customer service and exceed customer's expectations, we need to understand the fundamentals of providing quality service. This course does it. The instructor was great, and the course content is very helpful."*

— Bich Tran,  
Fairfax County Public Schools

All HDI Courses include  
a free subscription to the  
HDI Industry Insider

## Course Overview

Frontline customer service representatives interact with your customers every day. Do they have the skills to create first-rate customer experiences? This skills-building and certification course introduces the skills and techniques required to provide outstanding customer service and support.

HDI Customer Service Representative (HDI-CSR) training focuses on call handling best practices, communication and listening techniques, documentation, problem-solving, and troubleshooting skills, conflict negotiation, and responses to difficult customer behaviors.

## What You Will Learn

- ▶ How to assess customer business needs and exceed customer expectations
- ▶ Critical thinking skills to resolve incidents quickly and consistently
- ▶ Active listening skills and effective communication strategies
- ▶ How to identify and defuse challenging customer behavior
- ▶ An awareness of the core processes and best practices used in service and support

## Who Should Attend

- Support professionals from customer service centers, call centers, and support centers who want to refine their communication skills and learn best practices that can help improve customer experiences
- Individuals who are preparing for the HDI Customer Service Representative certification exam

## Course Prices



**Public Classroom Training:** Interactive one-day course among peers.  
Member Price: \$795 / Price: \$895



**Virtual Classroom Training:** One day of live, instructor-led training delivered over the Internet.  
Member Price: \$795 / Price: \$895



**Online Training:** 5–6 hours of interactive, self-paced learning.  
Member Price: \$345 / Price: \$395



**Onsite Training:** A one-day course conducted at your company's site.  
Call 800.248.5667 for pricing.

## Certification

The certification exam is included with the purchase of this course. Instructions for scheduling the exam are provided upon course completion.



Customer Service  
Representative

## Register

Call: 800.248.5667 Visit: [www.ThinkHDI.com/CSR](http://www.ThinkHDI.com/CSR)

# Course Outline

## HDI Customer Service Representative

### *Unit 1: Your Role in the Support Center*

- ▶ The Role of the Customer Service Representative
- ▶ The Support Center's Role in the Business
- ▶ Total Contact Ownership
- ▶ Call Handling Procedures
- ▶ Quality Assurance

### *Unit 2: Communication Skills*

- ▶ The Communication Process
- ▶ Cultural Sensitivity
- ▶ Vocal Elements
- ▶ Active Listening
- ▶ Incident Documentation
- ▶ Writing Skills

### *Unit 3: Problem-Solving and Troubleshooting Skills*

- ▶ Problem-Solving and Types of Thinking
- ▶ Questioning Skills
- ▶ Solve Incidents with IMPACT
- ▶ Additional Strategies

### *Unit 4: Maximizing Effectiveness*

- ▶ Your Customer's Psychological Needs
- ▶ Handling Conflict
- ▶ Handling Difficult Customer Behaviors
- ▶ Stress Management
- ▶ The Power of a Service Attitude

Official curriculum of HDI.

HDI's official curriculum addresses the needs of support professionals throughout their careers and the various maturity levels of their support operations. It presents the business processes and soft skills required to increase productivity, profitability, and improve customer satisfaction.

121 South Tejon Street, Suite 1100  
Colorado Springs, CO 80903  
800.248.5667 | Fax: 719.268.0184  
[www.ThinkHDI.com](http://www.ThinkHDI.com)

©2015 HDI. All rights reserved.

