

## ULearnIT Featured Resource

### Communicating Effectively with Customers

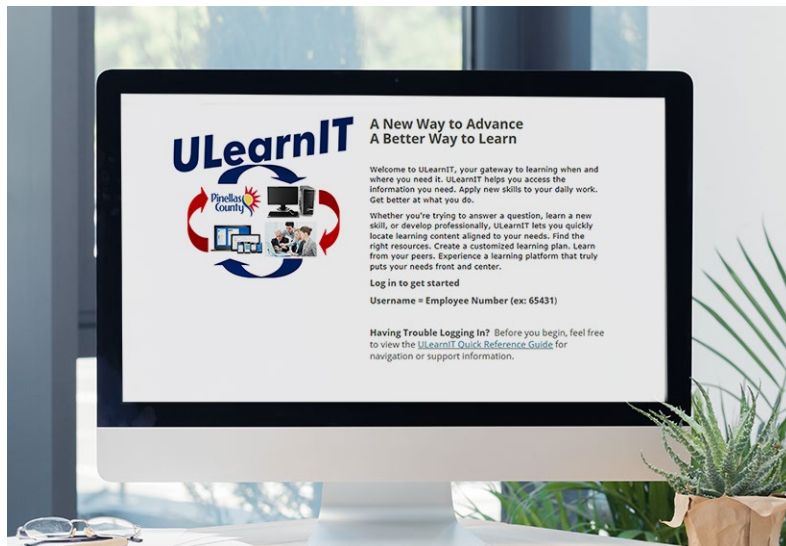
Effectively communicating with customers is essential to the success of any customer-oriented business. Adapting to the different communication styles and emotions of customers will help you build customer relationships through better customer conversations. Improving conversations with customers enables an efficient, high quality client service (CS).

This course explains how to adapt to the different communication types and identify the common emotions that customers experience when contacting a support center. It also explains how to adapt your writing skills to communicate through email and document incidents.

*30 minutes*

### [Link to the Featured Resource](#)

Click the link, log into ULearnIT, and you will go directly to the featured resource.



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**Human Resources**

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