

# **Customer Service Representative**

## About HDI®

As the world's largest membership association for IT service and support professionals, HDI focuses on industry best practices, develops certification and training programs based on internationally-recognized standards, and provides members with valuable industry resources and events.

## About RADAR Solutions Group (RADAR)

RADAR specializes in Customer Service Delivery Consulting and Training within the IT industry. Since 2001 RADAR has been an HDI Authorized Training Partner delivering certification training in Canada.

As of March 2013 RADAR became an HDI Gold Partner offering all HDI products and services in Canada

*“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

**Visit our website:**  
[www.radarsolutionsgroup.com](http://www.radarsolutionsgroup.com)

## 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 meet 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

## Available as:

**Public Classroom:** Interactive one-day course among peers.

**Virtual Training:** One day of live, instructor-led training delivered over the Internet.

**Online Training:** 5-6 hours of interactive, self-paced learning.

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

## To Register or for Pricing Details:

Visit our website [www.radarsolutionsgroup.com](http://www.radarsolutionsgroup.com) for pricing, scheduled dates and locations, and to register, or call us at **613-271-8075** or email: [info@radarsolutionsgroup.com](mailto:info@radarsolutionsgroup.com)

## Curriculum

### Unit 1: Your Role in Service and Support

- The Service & Support Center
- The Role of CSR
- The Value of a CSR
- Understanding the Business

### Unit 2: Communication Essentials

- Communication Essentials
- Active Listening
- Voice Components
- Effective Word Choices
- Written Communication
- Effective Cross-Cultural Communication

### Unit 3: Troubleshooting & Incident Management

- Troubleshooting and Problem-solving
- The Incident Management Process

### Unit 4: Customer Management Skills

- Challenging Customer Behaviors
- Emotional Intelligence
- Expressing Empathy
- Managing Customer Behaviors
- Stress Management