Challenging Patrons and Customer Service Training

Dealing with the Difficult Patrons (Webjunction)

Format: Webinar

Length: 1 hour

https://learn.webjunction.org/course/view.php?id=99

Library staff can handle difficult patrons, resolve issues or problems quickly and efficiently and retain customer loyalty throughout. Join presenters Paul Signorelli, writer, trainer, and consultant with a strong focus on workplace learning and performance, and Maurice Coleman, Technical Trainer at Harford County Public Library, for this one hour webinar providing expert resources for working with a patron using common sense practices and techniques for bringing that customer back into the fold.

Service Excellence in Challenging Times (Webjunction)

Format: Webinar
Length: 1 hour

https://learn.webjunction.org/enrol/index.php?id=302

In turbulent times, many Americans turn to their libraries. While this is a true affirmation of the value our country places on its libraries, it increases the responsibility for library staff to meet the public with the best customer service. During times of community turmoil, it is an extra challenge to convey patience, good humor, an accurate knowledge of your collections and services, and a willingness to serve. Learn how to ramp up your skills to maintain a safe, welcoming environment where everyone can visit, work, and play without feeling uncomfortable. Keep calm, confident and capable of guiding your community through difficult times.

Extreme Customer Service, Every Time (Webjunction)

Format: Self-paced Course
Length: 2 hours

https://learn.webjunction.org/course/view.php?id=11

Commitment to great customer service goes beyond "service with a smile." It is a commitment to truly engage and communicate with patrons and to find ways to extend the experience above and beyond their expectations. Building on the success of the Darien Library, whose reputation is known internationally for providing "extreme customer service," presenter Gretchen Caserotti will provide you with practical and actionable ideas that can help your

library, whether small or large, commit to excellent customer service.

No, The Customer Isn't Always Right (PCI Webinars)

Format: Webinar

Length: 1 hour

Anyone who has ever served a customer has been told that "The Customer is Always Right". Even though we know the customer isn't always right, (they lie, steal, manipulate, etc.) it is important to remember that "the customer is always the customer". The question to consider: "Is this a customer we want in our library?"

As libraries continue to strive to deliver excellent customer service and experiences, they must remember to focus on the needs of the internal customer (their employees) too, because a library without great people is a loss to its campus and community.

This interactive and informative webinar for managers and supervisors will focus on creating a library workspace experience that customers and employees will enjoy.

Participants will learn:

• To Determine if a Customer is Worth Keeping

• When to Fire a Customer

• How to Focus on Attracting the "Right" Customers

• Best Practices of Employee First Companies

Fill out this form to access the recording:

https://www.surveymonkey.com/r/PCIRequest

The New Basics of Professional Customer Service (PCI Webinars)

Format: Webinar

Length: 1 hour

The landscape of what customers expect in professional customer service from organizations continues to change at a frantic pace. What was "good enough" yesterday, likely is "bad enough" to lose a customer today.

While we can't ignore the impact and benefits of the online experience and their impact on how customers view "human-less service", the need for organizations to provide professional customer service experiences continues to differentiate the organizations that create loyal customers and fans, versus those that get-by, survive and potentially even fail.

This interactive and informative program explores two critical customer service competencies:

1. Professional customer service expectations from the eyes of the customer and;
2. A road map to creating new internal professional customer service expectations for your organization

Fill out this form to access the recording:

https://www.surveymonkey.com/r/PCIRequest

The Quiet Approach for Serving Customers (PCI Webinars)

Format: Webinar

Length: 1 hour

Customer service is not an easy job for anyone. It's hard work to just stay on top of the ever-changing products and services the library has to offer, and it takes real skill to talk with people, determine their needs and fulfill their requests.

It can be especially challenging for those who are more introverted or shy to work with customers while handling difficult questions, listening to complaints and sometimes dealing with people that can be angry or confused.

This interactive and informative program will give attendees the tools that they need to be more successful and in-control in their customer interactions. We will focus on the strengths of the "Quiet Approach" including active listening and thinking before speaking, while sharpening the skills needed to handle all customer situations with less anxiety and stress.

Fill out this form to access the recording:

https://www.surveymonkey.com/r/PCIRequest

20 Ways to Build Customer Relationships in 60 Minutes (PCI Webinars)

Format: Webinar

Length: 1 hour

Take a moment to consider what your organization would be like if you didn't build relationships with your customers, employees, shareholders, vendors etc.

It's very likely you wouldn't have an organization or business at all. Why? Because **people**, not architecture, computers or fancy marketing slogans make or break a business.

This interactive and informative webinar will focus on 20 Ways to Build and Strengthen Your Customer Relationships including the number one missed opportunity that almost business or organization fails to take advantage of almost every day.

Fill out this form to access the recording:

https://www.surveymonkey.com/r/PCIRequest