

Customer Service Essentials

Links & Resources - everything referenced in your workbook, by page.

PAGE 7 · Activity Worksheets

[Effective Customer Service Questions Worksheet](#)

Worksheet for the Customer Service Scenarios activity.

[Empathic Responses Worksheet](#)

Worksheet for building empathic responses.

PAGE 8 · Ideas for Action

[Suggestion Key](#)

Suggested responses for the Customer Service Scenarios.

PAGE 16 · Resources

[Customers Don't Know What They Want](#)

Steve Yastrow on what customers actually respond to.

[How to Deal with Difficult Customers](#)

Sixteen tips from HubSpot for dealing with difficult customers.

[10 Key Principles for Truly Understanding Your Clients](#)

William Craig on understanding what clients actually need. (Forbes)

[What to Do When You Screw Up and Your Customer Is Unhappy](#)

Recovering well after a mistake.

[How to Provide Excellent Customer Service](#)

A practical overview from Indeed.

[The Power of Vulnerability - Brene Brown](#)

On empathy, connection and vulnerability. (TED)

[Eight Ways to Improve Your Empathy](#)

Andrew Sobel on building the empathy that customer work depends on.

[Responding with Empathy and Respect](#)

JRA handout on empathic responses.

[The Power of Empathy in Business](#)

Why empathy belongs at the centre of business. (HuffPost)

PAGE 17 · Related Courses to Explore

[Customer Experience Excellence](#)

A customer experience mindset, identifying your customers, and mapping their journey. [URL CORRECTED]

[Communicating Across Differences](#)

Courageously initiating effective communication across differences.

Strengthening Your Virtual Emotional Intelligence

Being mindful of your own emotions, and how you manage them, in the virtual context.

Prepared for participants of the Customer Service Essentials workshop.