

# Understanding Behavioral Styles for Customer Service

*Improving your communications and effectiveness when interacting with customers*

ON-LINE | SELF PACED COURSE

**A**lthough you try to treat everyone equally, individual customers react to you differently, with uneven results. How can you improve your effectiveness?

**The answer is understanding behavioral styles.** People are different. The more quickly you can establish what someone is like, the more effectively you can communicate with them.

Realizing what a person's behavioral style reveals about them allows you to react appropriately, altering your own behavior to establish a positive relationship. This course will teach you about behavioral styles, and how to apply this knowledge to establish good customer service relationships rapidly and easily.

You'll start by gaining valuable insight into your own behavioral style. Then, you'll learn to recognize and categorize the different styles of behavior you may encounter in others. As you gain practical experience, you will appreciate how personal styles impact your customer service interactions. By quickly adapting your behavior, you'll greatly increase your success with each customer.

**Understanding Behavioral Styles for Customer Service** gives you the skills to deal with everyone – even with people that are “challenging” or “difficult!”. These insights and techniques are also helpful when managing relationships outside of the workplace.

## [ COURSE OVERVIEW ]

The eleven-lesson course can be taken at your own pace; average completion time is approximately two hours. Interactive graphics, audio, text, animation, quizzes and practical application exercises make every lesson so engaging and entertaining, you will be astonished at how much you've learned!

*References to Behavioral Styles are based on the Personal Profile System®, copyright 1994, Inscape Publishing Inc., Minneapolis, MN.*

## LESSONS

- 1) Introduction
- 2) Different Behavioral Styles
- 3) Personal Profile System
- 4) The Four Behavioral Styles
- 5) Recognizing Behavioral Styles
- 6) Behavioral Styles and Listening
- 7) Improve Your Performance
- 8) Reading and Reacting to People
- 9) Determining Behavioral Style
- 10) Practical Applications
- 11) Knowledge Assessments

## Reinforcing Your Understanding of Behavioral Styles for Customer Service

*An Online Self-Paced Reinforcement Tool*

**This re-enforcement tool consists of the following lessons:**

- ◇ Recognizing Behavioral Styles
- ◇ Improve Your Performance
- ◇ Reading and Reacting to People
- ◇ Practical Application

## [ COURSE OBJECTIVES ]

Reinforcement tools are a cost-effective way to protect the investment you have made in training. Repetitive exposure to training is the single most effective way to solidify knowledge. **Reinforcing Your Understanding Behavioral Styles For Customer Service** is an ideal follow-up for reinforcing DiSC® training and the Personal Profile System®.

This 45-minute refresher course will help keep you current with the concepts and practical application of the DiSC® behavioral style methodology. You will learn to adapt unique strategies for interacting with other team members. This course can be taken anytime after initial training and as frequently thereafter as desired.

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## [ COURSE OVERVIEW ]

The four-lesson course is designed to be taken at your own pace and can be completed in approximately forty-five minutes. The course is designed and developed to be highly engaging, entertaining and educational. Each lesson includes the use of interactive, graphics, audio, text, animation, exercises and practical application of the knowledge gained.

## [ CONTACT US FOR MORE INFORMATION ]

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