Customer Service Allstars Syllabus

How EQ Can Positively Impact Your Life

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Emotional Intelligence (EQ) for Life & Customer Service

- EQ for Customer Services Introduction
- What is Emotional Intelligence (EQ)? (Quiz)
- Self-Awareness: How to Manage Your Emotions
- What is the first step in building self-awareness? (Quiz)
- Empathy - Understanding the Customer's Perspective
- Empathy - Quiz
- Social Skills - Building Rapport
- Social Skills - Mini Quiz
- Mastering EQ in Customer Service
- EQ Mastery - Mini Quiz

The Customer Service Profession

- Customer Service Profession Overview
- Customer Service with Gmail
- Customer Support with Canned Responses
- Customer Support FAQ Creation
- Ticket System Walkthrough
- Email Support Overview
- Chat Support Overview
- Phone Support Overview
- Quiz: Qualities of Quality Customer Service

Customer Service & Call Center Agent Best Practices

- Customer Service Best Practices
- Customer Service Best Practices - Mini Quiz
- Call Center Agent Best Practices
- Call Center Agent Best Practices - Mini Quiz

Financial Skills for Customer Service Professionals

- Understanding Credit Scores & Reports
- Credit Reports - Mini Quiz
- Debt Collection & Customer Assistant
- Debt Collection - Mini Quiz
- Compliance, Ethics & Industry Standards
- Compliance - Mini Quiz

Digital Office Essentials: Typing, Documents, and Spreadsheets

- Typing Essentials: Master the Keyboard and Reach 30 WPM
- Typing Quiz
- How to Use a Web Browser
- Browser Skills - Quiz
- Google Docs Introduction
- Google Docs Quiz
- Google Docs Formatting
- Formatting Quiz
- Google Sheets Training
- Google Sheets Quiz

Bonus: Interview Skills That Help You Win

- Interview Skills Overview
- Interview Skills Quiz