

# Customer Service

## A Positive Perspective

A positive perspective allows us to perceive every situation in a proactive, productive light, focusing on positive outcomes instead of being weighed down by negativity. This change in perspective can have a similar positive effect on our relationships with other people, at home and in the workplace. This module will establish the value of a positive perspective at work. It will explore how reframing the way we think can revolutionise the way we relate to everything around us, even transforming the way we speak, and provide some of the tools you can use to begin to change your approach to work.

## In this Module

Videoscribe explainer video, with professional audio (duration: 04:04)

English Subtitles

10 Expanded learning content blocks in the module format

'Check my understanding'  
5 Question knowledge check

## Top Tips

1. Focus on what can be done, not what can't.
2. Look for the positive in every situation.
3. Use inclusive language, not dismissive language.

