

Customer Service

Communicating with Respect

Communication with customers is the cornerstone of any business, whether in writing like an email or a letter, over the phone or in person. This module will establish the importance of communicating with your customers in a respectful and productive manner. It will explore how reassessing the way in which you treat your customers can transform your relationship with them and will provide some of the tools you can use to change your approach to communication at work.

In this Module

Videoscribe explainer video, with professional audio (duration: 03:20)

English Subtitles

10 Expanded learning content blocks in the module format

'Check my understanding'
5 Question knowledge check

Top Tips

1. Don't react without thinking – take the time to respond appropriately.
2. Pay attention to and empathise with the customer's needs.
3. Keep the customer informed and explain yourself clearly.

