

# June Workshop

## DATE:

June 18, 2024

## TIME:

9:30 AM - 3:30 PM  
Lunch break 12:00 - 12:30 PM

## LOCATION:

IMPA Conference Center  
11610 N. College  
Carmel, IN 46032

## REGISTER:



[impa.com/impaworkshops](https://impa.com/impaworkshops)  
Please register by **June 11**

## UPCOMING WORKSHOPS:

**JULY 10: Key Accounts**  
**AUGUST 14: Metering for Linemen**



## Customer Service Essentials

How can you and your team consistently deliver an exceptional customer service experience for your customers? This course will cover proven, reproducible communication techniques that empower you and your team members to make every interaction a productive and successful one, transforming customers into loyal and enthusiastic advocates.

Using customized, real-life examples, participants will learn how to apply these techniques to any situation and relate to customers in an authentic and professional way. The end result is a consistent, top level service model.

Participants in this session will learn how to:

- Consistently create positive first impressions
- Convey positive voice tone and word choices
- Guide and control conversations
- Understand when and how to use empathy
- Build and maintain rapport
- Transform negative messages to aid in customer cooperation
- Skillfully handle difficult interactions
- Apply standards for internal and external communication