

CUSTOMER SERVICE 201: CRITICAL THINKING ON YOUR FEET

Provide more advanced training for customer service representatives within the electric industry to better resolve electric customer problems using critical thinking skills.



COURSE OUTLINE

- Explore critical thinking including its history, the importance of looking at both sides of an argument, and the responsibility of asking questions
- Review the importance of thinking to some purpose
- Discuss the human side of critical thinking and the importance of humility, courage and perseverance when interacting with customers
- Define what a red herring fallacy is and how to spot them if customers present them
- Contrast the subset of red herring fallacies including ad hominin, appeals to authority, appeals to emotion, attacking evidence, insisting loudly on a minor point, and oversimplifying
- Analyzing the logic of anger that some customers may have
- Differentiate between inferences and assumptions
- Read and discuss articles on subjects from two points of view
- Apply critical thinking in a role play exercise

RECOMMENDED CREDITS

CPE: 3 PDU: 3 PDH: 3 CEU: .5

CEUs Continuing Education Units may be recognized by your professional board. Contact your professional board to find out what is required. Call our office for required documentation.

PREREQUISITES

None

CANCELLATION POLICY

If a course is cancelled by ElectriCities, all registrants will be notified with a full registration fee refund.

Participant Cancellation and No Shows: A non-refundable registration fee will be charged for cancellations after the **registration deadline of September 2, 2021.**

COURSE DATES

September 16, 2021

Registration deadline **September 2, 2021.**

PRICE

Members: \$159

Associate Members: \$189

Non-Members: \$229

Price includes Participant Guide.

Technology Requirement: All participants must login via RingCentral Platform using microphone and video camera.

Class size is limited to 18.

TIMES

Sign in: 8:15 a.m.– 8:30 a.m.

Class: 8:30 a.m.– 12:00 p.m.

VIRTUAL ENVIRONMENT

This course will be delivered virtually using ElectriCities' RingCentral platform.

Customer Service training requires active participation from students. **In order to receive credit for the course, each student must be able to attend utilizing audio AND video camera on their own device.** After registering, students will be invited to take part in a technology test session the first week of May. A link to attend the class will be distributed in the week prior to the class. If you have any questions prior to enrolling, please contact Jill LaBorde at ilaborde@electricities.org.