

# Retail and Customer Service Skills



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**EMPLOYMENT  
ONTARIO**

This Employment Ontario Program is  
funded by the Ontario Government



## Select the courses that fit your needs!

### ◆ **Customer Service Essentials**

Learn about workplace expectations, communication skills, preparing for a career in customer service and how to have a positive attitude for workplace success. This course will empower participants to deal effectively with difficult customers and make sure customers have a good service experience.

### ◆ **Conflict Resolution Skills and Strategies**

Explore helpful advice and activities on stress management and communication skills.

Learn how different people deal with conflict in their lives and

**the 4 P's of Conflict Resolution: Preparedness - Perception - Personality - Practice**

### ◆ **Improving Your Job Skills**

Learn the basic skills needed for any job and how to gather and manage the information needed on the job. Explore ways to think through problems at work and decide upon solutions. You will pick up valuable tips on working with others, sharing ideas, and reducing conflict.

### ◆ **On the Job Report Writing**

Learn how to write reports for the workplace and gather the information you need so that your readers can find the information they require easily. This course will cover the steps to follow in writing a report and understanding why people write them. You will learn about information gathering, editing, and proofreading steps.

### ◆ **Upgrade your Computer Skills and Knowledge**

Learn basic computer functions, using email in the workplace, best practices for surfing the internet or how to use Microsoft Office software.

**Register at:**

**[www.learninghub.ca](http://www.learninghub.ca)**