

ON THE MOVE CUSTOMER SERVICE

Organizational Citizenship Behavior | Protocol & Decorum
Frustration Awareness | Counterproductive Work Ethics

How Does Behavior Affect Work Performance?

by Linda Ray

“Your disposition, mood and feelings impact everything from your ability to make effective decisions to the level of your creativity and ability to work well with others. Inconsiderate behaviors such as rudeness and gossiping also interrupt the smooth flow of the workplace. Your behavior even may affect whether you keep your job. Transferring feelings to workplace behaviors affects your work performance.” (Source: Ray, Linda. (n.d.). How Does Behavior Affect Work Performance? Work - Chron.com. Retrieved from <http://work.chron.com/behavior-affect-work-performance-4476.html>)



At The End of This Workshop, Participants Should Be Able To:

- ⇒ Have gained a detailed understanding of what constitutes organizational citizen behavior
- ⇒ Cultivate a positive attitude
- ⇒ Manage internal and external stress
- ⇒ Develop abilities to listen actively and empathize
- ⇒ What workplace defines as protocol and decorum
- ⇒ Build a rapport with customers in person and over the phone
- ⇒ How customer service can affect decision making when frustration mounts
- ⇒ Understand the diverse challenges posed by customers
- ⇒ Develop strategies to adapt to challenging circumstances
- ⇒ Define pragmatically, what is counterproductive work ethics

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SERVICE
IS NOT A DEPARTMENT.
It IS AN
ATTITUDE.
-UNKNOWN

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