

# Welcome to Your ULearn Experience: How to Access Online Training – Option 2 Browse Training by Subjects

*This new icon enables you to browse for your topic of interest.*

**Step 1:** Click on the “Browse Training by Subject” icon.

The screenshot shows the U Learn website interface. At the top, there is a navigation bar with the U Learn logo and several menu items: Home, Learning, My Team, Reports, Knowledge, E.T Admin, Content, Admin, and Integration Suite. Below the navigation bar is a search bar with the text "Hello, Sebastian. What Do You Want to Learn Today?" and a search input field. The main content area features a large banner image of people working together at a computer. Below the banner is a row of five icons: My Transcript, Browse Training by Subject (highlighted with a yellow arrow), Books & Live Events, Certifications, and Help & Support. Below the icons is a section titled "Featured Training" with five course cards: "First Time Managers", "Excel 2016", "Project Management", "Dealing with Difficult People", and "Navigating Through Change". Each card includes a brief description and a "Continue" button.

**Step 2:** You can continue expanding or collapsing subjects on the side-navigation until you find the course you're looking for. Finally, click on the course title of choice.

**Training** clear

My Subjects

Featured

Newest

**Subject** clear

Skillsoft Library

- Business Skills
- Business Analysis
- Change
- Communications Skills
- Corporate Social Responsibility
- Customer Service**
- Call Center
- Customer Focus
- Customer Service Essentials
- Finance and Accounting
- Global Business
- Human Resources
- Industry Overviews
- Leadership
- Management
- Marketing
- Operations Management
- Professional Effectiveness
- Project Management
- Sales
- Strategy and Innovation
- Certification
- Compliance
- Desktop Skills
- Discontinued Content
- IT Skills

## Browse for Training 26 Results

All - Customer Service 🌐 By Title ▼

**Aligning Agent Behaviors with Caller Types**

Online Class - Skillsoft

Successful customer service agents know how to recognize the tone of a caller and adapt to it. This Business Impact explores three of the more common caller types and outlines workable coping techniques.

**Aligning Performance to Key Indicators**

Online Class - Skillsoft

Call centers must deliver solid customer service and still meet departmental objectives. This Business Impact focuses on the importance of helping call-center agents identify key performance indicators so they can maintain the balance between the needs of clients and the needs of the company.

**Communicating Effectively with Customers**

Online Class - Skillsoft

Effective communication is essential to the success of any customer-oriented business. Each customer will have their own style of communication as well as an emotional response to contacting a support center. In order to communicate effectively, the customer service representative (CSR) must... [read more](#)

**Controlling Conflict, Stress, and Time in a Customer Service Environment**

Online Class - Skillsoft

Working at a customer support center or help desk environment can be challenging. Customers can sometimes be demanding and unreasonable. For the Customer Service Representative (CSR), understanding the emotional needs of each customer, adapting to how they communicate, and solving their problems can... [read more](#)

**Converting a Call Center to a Profit Center**

Online Class - Skillsoft

This Business Impact explores how a call center can play a vital role in the financial success of a company, generating revenue to sustain itself and drive future business.

**Creating a Customer-focused Organization**

Online Class - Skillsoft

This Challenge Series exercise considers the many ways that business organizations can serve their customers - internal and external.

**Creating an Effective On-hold Message**

Online Class - Skillsoft

Ineffective on-hold messages can frustrate and alienate customer callers. This impact explains how to create an effective on-hold message.

**Customer Service Training - The Interview and Beyond**

Online Class - Skillsoft

This Business Impact explores the idea that training should begin at its earliest point in a CSA's professional lifecycle - the interview.

**Step 3:** Click “Launch” under Training Details.

## Training Details



### Communicating Effectively with Customers

Online Class · Skillssoft · 30 minutes

Launch

Assign

Effective communication is essential to the success of any customer-oriented business. Each customer will have their own style of communication as well as an emotional response to contacting a support center. In order to communicate effectively, the customer service representative (CSR) must understand how to adapt to these different styles and emotions before the customer’s problems can be dealt with. This course explains how to adapt to the different communication types and identify the common emotions that customers experience when contacting the support center. It also explains how to adapt your writing skills to communicate through e-mail and to document incidents.

#### Available Languages

English (US)

#### Subjects

Course Curricula > English - US > Business Skills Curricula > Customer Service Curriculum > Customer Service Skills, Course Curricula > English - US > IT Professional Curricula > Business Skills for the IT Professional Solution Area > Customer Service > Customer Service Skills, Course Curricula > English - US > KnowledgeCenters > Call Center KnowledgeCenter > Call Center Courses, Skillssoft Library > Business Skills > Customer Service > Customer Service Essentials > Customer Service Skills, Skillssoft Library > IT Skills > Business Skills for IT Professionals > Communications for IT Professionals > Customer Service Skills

**Step 4:** Next, ULearn will direct you to Skillssoft to begin the training.

**Step 5:** Once completed, you will receive the notification below. This screen will notify you of your status in the course (i.e., “completed” or “not completed”). Select “**Print Report**” if you would like to print a completion status report, or select “**Exit Course**” to exit course and return to your ULearn transcript.

