

St. Clair County Community College

Better Intellectual Capital

Sales and Customer Service

Achieving Service Excellence
Business Acceleration and Growth Through SPIN Selling
Call Center Overview
Communication Strategies
Connecting with Customers
Conquering Customer Conflicts
Consulting Skills for the IT Professional
Customer Service Excellence Workshop
Developing Customer Service Skills with IT Professionals
Guiding Customer Conversations
Handling Challenging Customers Effectively
Healing the Customer Relationship
Mastering Service
Meeting the Unspoken Customer Needs
Multi-Generational Teamwork
Negotiating for Results
Reaching for Stellar Service
Resolving Issues that Impact the Customer
Sales Training
Selling and Marketing
The Service Difference
Voice of the Customer

For more information, please contact
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