

Succeed with ServiceSkills!



Customer Service Week, The Right Skills for the Right Teams, Leading by Example and a New Learner Quote are all in this edition!



Newsletter Highlights

Customer Service Week

The Right Skills for the Right Teams

Leading by Example

Motivate and Incentivize Your Team

Meet David Friedman

Nancy's Corner

CUSTOMER SERVICE WEEK OCTOBER 2-6

The Value and Importance of Customer Service Week: A Year-Round Commitment

Customer service is the lifeblood of any business, and it's something that should be celebrated, appreciated, and constantly improved. That's why Telephone Doctor Customer Service Training believes it's Customer Service Week all the time, not just one week. However, dedicating a special week to celebrating and focusing on customer service can have immense value and importance. Customer Service Week is not just a tradition but an integral part of a successful customer-centric approach. But do make it 365!

History of Customer Service Week*

Customer Service Week is an international celebration of the importance of customer service and of the people who serve and support customers on a daily basis.

Since 1991, the Customer Service Group has sponsored Customer Service Week and the CSWeek.com website.

A high point in the week's long history came in 1992 when the U.S. Congress proclaimed Customer Service Week a nationally recognized event, celebrated annually during the first full week in October.

*CSWeek.com



THE RIGHT SKILLS FOR THE RIGHT TEAMS

ContentHub

Introducing ContentHub: Your Personalized Content Portal!

Host and distribute your videos/pdf documents in your ContentHub!

Not familiar with a content hub?

ContentHub will allow you to upload and house other training documents, HR items, videos, etc., and what that means to you is that you and your team will have access to them in one handy place.

It acts as your home base and a personalized content portal for your various content to help you locate your materials more simply. It is a curated collection of material important to you and your team, and you are the curator.



This feature was released on September 1, 2023, and will be included in your next renewal!

Ask your Client Success Manager for more information about ContentHub!

Have a look!

<https://www.serviceskills.com/courses/content-hub/>



Leading by Example



ServiceSkills User Reviews -- Fall 2023

G2 Software Review independently aggregates verified customer testimonials using LinkedIn and lets us know how we are doing each quarter. We are honored to showcase these and proud to celebrate our team's efforts every day as we work to deliver superior customer service to our customers.



ServiceSkills User Ratings

- 9.5 Ease of Use
- 9.7 Quality of Support
- 9.3 Ease of Setup

Check out our [great reviews!](#)



Leading by Example

AccessAbility Award Recipient: ServiceSkills eLearning

Recognizing companies using their talents and resources to support the DeafBlind community

Telephone Doctor / ServiceSkills was deeply honored to be recognized with this award by the National Helen Keller Services Center for our eLearning platform.

Helen Keller Services for the Blind participants attended ServiceSkills online courses, learning about customer service. An acceptance speech was given by Nancy Friedman. In it she reiterates what all of us here feel: We're really glad we have you on board.

About Helen Keller Services

Helen Keller Services' mission is to enable individuals who are blind, have vision loss, are DeafBlind and/or have combined hearing-vision loss to live, work and thrive in their community of choice. HKS offers services and programs through two divisions: Helen Keller National Center for DeafBlind Youths and Adults and Helen Keller Services for the Blind.



Motivate and Incentivize Your Team

Here are some creative training incentives to recognize and engage your team!

- Throw an online party
- Anything with food!
 - Pizza party
 - Candy bars
 - Have a quick get-together brunch
 - Bring in lunch/breakfast wrapped snacks
 - Schedule a food truck
 - Reward remote workers with lunch through a delivery service



Incentives are always well received for those individuals that have embraced the skills

- Identify with a gift card for lunch or gas
- Rewards of any kind are always welcome—Amazon cards or cold, hard cash

Create a challenge using a point system for your team to earn rewards

- Challenge each other
- Challenge other teams within the organization
- Highlight your super-stars
- Share reviews/comments from customers
- Create enthusiasm for completing a level/catalog/learning path to make receiving a certificate an event. This would be a great time to get senior management involved.





MEET DAVID

DAVID FRIEDMAN
MANAGING DIRECTOR OF
SERVICESKILLS.COM

We spoke with David to learn a bit more about him and his life beyond ServiceSkills.

Q. Tell us about your family.

Ahhhh, my favorite topic! My wife (Robyn) of 33 years and I have three adult children: Our son Ben works in the outdoor media space and lives in Tampa, our daughter Alex is a nurse at St. Jude. She and our son-in-law Blake live in Memphis and just gave us our first grandchild, a beautiful boy named Beckham! And our youngest daughter Sami is married to a wonderful Scottish lad, also named David. She teaches and researches at a University in Newcastle, UK.

Q. Do you have hobbies or interests that you enjoy doing outside of work?

I enjoy spending time with my wife and our kids. I stay active by cycling, walking, and playing in senior men's hockey leagues. We have a team called the Gerihatricks, if that tells you anything!



Q. Is there something new you'd like to learn this year?

For sure! I sometimes struggle with mindfulness. Too often, I find myself not totally immersed or enjoying an activity because a part of me is thinking, "Well this is nice, but what's next?" That's obviously not the most fulfilling way to live, so I'm hoping to learn to spend more time living in the moment.

MEET DAVID

CONTINUED

Q. How did you get to this point in your career?

I'm the second generation leading this company. I began in sales which is a great method to learn about customers and the marketplace. Since our inception, we've offered the same benefit to our clients but the manner in which we do so has completely changed. The company began life as a seminar company that accidentally fell into the training media business, selling films, videotapes, and DVDs. About twenty years ago we began a long transition into eventually becoming our eLearning platform known as ServiceSkills. We're now a 100% SaaS (Software as a Service) company.

Q. Describe your team and the people you work with:

We're absolutely blessed to have a staff that's (mostly) been with us for decades. These are very driven, super-talented team members who don't require much handholding to do great work. I support our various departments and work with our team members to continually improve how we do things.

Q. What do you feel are the biggest strengths of our company right now?

That's ultimately for our customers to tell us but, based on regular feedback we receive on our G2 reviews, I'd list our strengths as:

- Being nimble and responsive for our clients
- Producing realistic training content featuring techniques that actually work in the field
- Putting a strong emphasis on simplicity: There are so many complex solutions out there. That's just not our style. ServiceSkills is easy to understand and simple to deploy.

NANCY'S CORNER

Every once in a while, in life, at work, or on a personal schedule, difficult personalities pop up.

Some are depicted in one of our videos. Here's a sample on how to handle a few of them.

THE KNOW IT ALL: A good way to handle this when you know they're wrong is to simply say with a smile, "Well, maybe you're right."

THE DOWNER: aka Buzzkill. This negative teammate is the "dream killer" and usually has some way to kill a dream. It's as though they get a high from putting out a negative response to something that looks good to others.

It's exhausting to work with these types. While arguing might be 'fun' to do, it's not worth it, unless it endangers someone of course.

Be aware of these types---they can be harmful.



Nancy J. Friedman
Customer Service
Expert & Keynote
Speaker

**These and other
characters are featured in
our popular series How To Be A
Terrible Team Member on our
eLearning platform.**

Learner Quote: “It made me laugh!!”

Our learner quote comes from an administrative team member at a healthcare facility:

I found the training to be a very helpful refresher as to how to speak to our customers. I definitely found some new techniques that I have been applying to my phone calls. Also, it was very creative and even made me laugh at times. A great way to remember what I’m learning!



Never stop building the perfect team! Continue development with our in-depth online learning programs at [ServiceSkills.com](https://www.serviceskills.com)