

HDI Customer Service Representative (HDI-CSR)

Unit 1: Your Role in Service and Support

- The Service & Support Center
- The Role of CSR
- The Value of a CSR
- Understanding the Business

Unit 2: Communication Essentials

- Communication Essentials
- Active Listening
- Voice Components
- Effective Word Choices
- Written Communication
- Effective Cross-Cultural Communication

Unit 3: Troubleshooting & Incident Management

- Troubleshooting and Problem-solving
- The Incident Management Process

Unit 4: Customer Management Skills

- Challenging Customer Behaviors
- Emotional Intelligence
- Expressing Empathy
- Managing Customer Behaviors
- Stress Management