

Communication Skills Series

Anytime Series Course Information

Access your training site via www.yourpersonaluniversity.com or OEM link provided to you. No pre-registration is needed. Anytime classes are available 24/7.

 Click the green Play button to begin class

Things to Know

- ✓ Anytime courses are designed with knowledge checks throughout. Be sure to listen to instructions carefully to understand what is needed to pass the course.
- ✓ Always check the Resources section in the Anytime courses for additional resources available
- ✓ **Technical Requirements:** A high-speed internet connection and a standard browser, ie Chrome, Firefox, IE or Safari. The courses are viewable optimally on a PC, laptop, or mobile device.

Course Descriptions

- CS100 Foundation - Customer Experience:** Foundational elements needed to build an excellent customer experience.
- CS101 Communication Essentials:** The essential elements needed to build excellent communication skills, leading to a better customer experience.
- CS102 Pace/Lead - Basic Level:** An introduction to the basic elements of the Pace/Lead communication model and how it applies to your communication efforts with clients.
- CS103 Pace/Lead - Next Level:** Learning how to leverage the Pace/Lead communication model to begin to address client concerns.
- CS104 *DiSC® Introduction - Power of Personality:** An introduction to the personality profiles of the DiSC self-assessment tool and how to apply them in your communication skills to build a better customer experience. **DiSC® is a registered trademark of John Wiley & Sons, Inc.*
- CS105 DiSC - Dominant Style:** How to recognize a client who identifies primarily as a Dominant DiSC personality profile and strategies for adapting your communication skills to better communicate with them.
- CS106 DiSC - Influencer Style:** How to recognize a client who identifies primarily as an Influencer DiSC personality profile and strategies for adapting your communication skills to better communicate with them.
- CS107 DiSC - Steady Style:** How to recognize a client who identifies primarily as a Steady DiSC personality profile and strategies for adapting your communication skills to better communicate with them.
- CS108 DiSC - Compliant Style:** How to recognize a client who identifies primarily as a Compliant DiSC personality profile and strategies for adapting your communication skills to better communicate with them.