



Inclusive Service Excellence



Self-paced, online training. Accessible anytime, anywhere.

New: OTEC's Inclusive Service Excellence eLearning course equips service professionals with the knowledge and skills to meet the needs of a diverse customer base.

This dynamic and interactive course is built on a customer-centric service model, meets AODA standards for online learning, and is delivered using a range of interactive approaches.

SESSION DETAILS:

- 90 minute, self-paced, interactive eLearning course
- Participants can replay sections to reinforce knowledge and learning
- User-friendly platform, accessible 24/7 on mobile and desktop
- Downloadable tools and resources to supplement your inclusion learning
- Participants receive a certification upon completion of the course

DESIGNED FOR:

- Front-line service staff
- Supervisory staff
- Managers

LEARN HOW TO:

1. Recognize unconscious biases and how to overcome them
2. Draw on your Emotional Intelligence when communicating, using powerful questions and active listening
3. Understand how to provide professional, proficient and proactive service with an inclusive approach
4. Respond to diverse customer needs by applying service excellence skills in practice scenarios