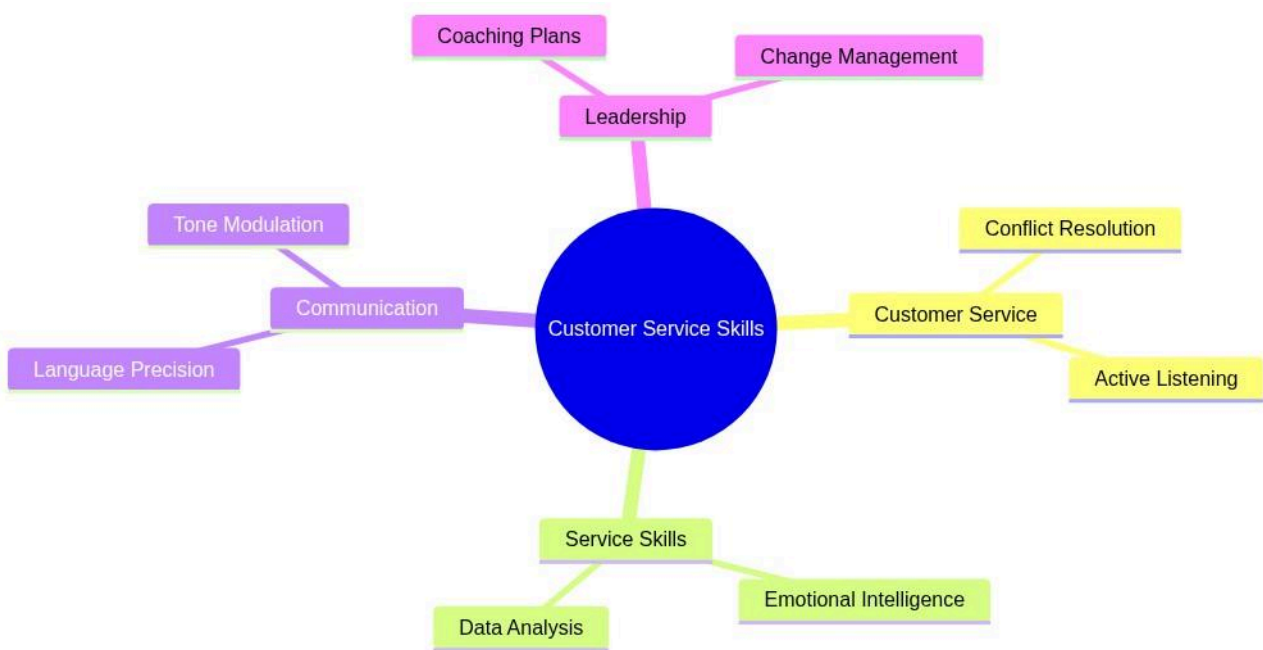


Certificate in Customer Service (Advanced)

Customer Service Skills



mindmap

```
root((Customer Service Skills))
```

```
Customer Service
```

```
  Conflict Resolution
```

```
  Active Listening
```

```
Service Skills
```

```
  Emotional Intelligence
```

```
  Data Analysis
```

```
Communication
```

```
  Language Precision
```

```
  Tone Modulation
```

```
Leadership
```

```
  Coaching Plans
```

```
  Change Management
```