



Microlearning for Customer Service: Practice Active Listening

Introduction

In customer service, it's not enough to simply hear what someone is saying—you need to *actively* listen. In this course, you'll learn how to focus on the customer's words, confirm understanding, and respond in a way that proves you value their concerns. Mastering active listening will help you resolve issues faster, reduce misunderstandings, and leave every customer feeling truly heard.

Course Objectives

- 1 Practice Active Listening
- 2 Tell apart passive, selective, and active listening in short scenarios.
- 3 Know Proper De-Escalation Techniques
- 4 Troubleshoot Common Problems



Practice Active Listening

Active listening is essential in customer service as it helps establish trust, strengthen relationships, and facilitate effective problem-solving, ultimately enhancing customer satisfaction and loyalty.

 YOUTUBE



Active Listening

In this video, you'll learn strategies for active listening during a conversation with another person. Visit <https://edu.gcfglobal.org/en/jobsuccess/listening-skills/1/> for our text-based lesson. We hope you enjoy!

VIEW ON YOUTUBE ➤

1

Avoid getting distracted by your own thoughts. Focus on the speaker and topic instead.

2

Try not to interrupt the other person. Let them finish and then respond.

3

Use door openers. These are phrases that show you are interested and keep the other person talking.

4

Show that you are listening with body language.

5

If appropriate take notes during important conversations.

6

Paraphrase what other have said to make sure you are on the same page.

Show less

Scenario:

A customer calls in and says, *"I was charged twice for my order, and I need a refund. This is really frustrating!"*

Which response demonstrates active listening?

☐

"Our policy states that all transactions are final. You can check our terms and conditions for more details."

☐

"You need to calm down. I can't help you if you're upset."

☐

"I understand how frustrating that must be. Let me check your account and see how we can resolve this for you."

SUBMIT

Well done!

You've completed the *Practice Active Listening* microlearning course.

Active listening is the foundation of effective communication. You've strengthened your ability to listen with intention, respond with clarity, and ensure customers feel valued.

Keep tuning in — every conversation is a chance to make a real impact!