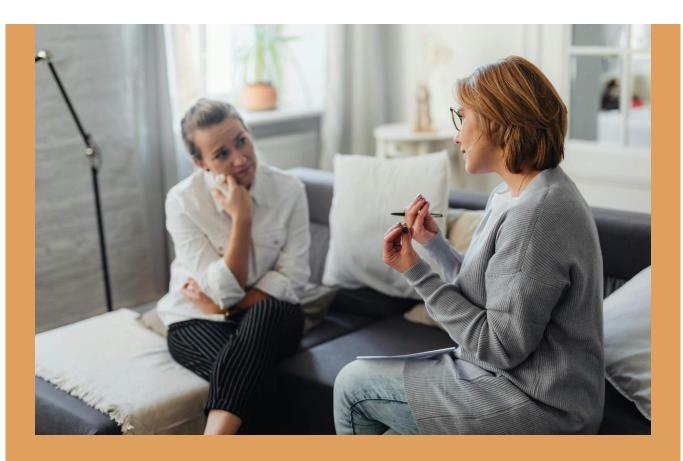
Introduction

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

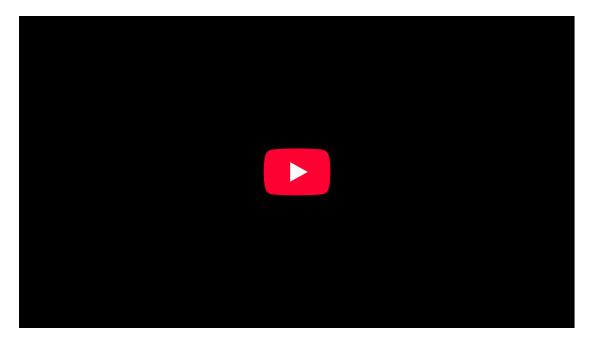
- 1 Practice Active Listening
- Tell apart passive, selective, and active listening in short scenarios.
- 3 Know Proper De-Escalation Techniques
- Troubleshoot Common Problems



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 >

- Avoid getting distracted by your own thoughts. Focus on the speaker and topic instead.
- Try not to interrupt the other person. Let them finish and then respond.
- Use door openers. These are phrases that show your are interested and keep the other person talking.
- Show that you are listening with body language.
- 5 If appropriate take notes during important conversations.

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!