

**AOS ACADEMY™**  
**PEOPLE FIRST, ALWAYS.**

# **AFFINITY in CUSTOMER SERVICE™**

## **Workshop Library**



**Our easy-to-consume microlearning format and reinforcing workshops are specifically designed to facilitate effective and engaging learning experiences. These workshops not only reinforce training but also serve as valuable team-building tools, perfect for Customer Service Managers looking to unify and strengthen their teams.**



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# AFFINITY in CUSTOMER SERVICE™

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## Workshop Library

### BECOMING A MASTER CSR

#### Building Emotional Intelligence

👤 The Emotional Intelligence Scenario Roleplay

#### Going the Extra Mile

👤 Decoding and Surpassing: A Workshop on Understanding and Exceeding Customer Needs and Expectations

👤 Pioneering Proactivity - Transforming Your Service Approach

👤 Creating Personal Touchpoints: Tailoring Customer Interactions

👤 The Consistency Challenge: Crafting Exceptional Service Experiences

#### Teamwork and Collaboration

👤 Team Building: Synergy Sails: Navigating Customer Service Together

👤 Mastering the “Stand-Up:” Using Verne Harnish's Meeting Format to Propel AFFINITY in Customer Service

👤 Wisdom Weavers: Unraveling the Thread of Shared Knowledge

👤 Battle Buddies: Conquering Customer Service Challenges Together



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## Workshop Library

### AFFINITY IN COMMUNICATION IN CUSTOMER SERVICE

#### Fundamentals of Effective Communication

- 👤 Building Bridges: Crafting a Culture of AFFINITY in Communication
- 👤 Communicate with AFFINITY: Breaking Down Barriers to Effective Communication
- 👤 Unlocking AFFINITY: Transforming Customer Service Through Empathetic Communication

#### Verbal Communication

- 👤 Voices of AFFINITY: Unleashing the Power of Verbal Communication

#### Effective speaking techniques

- 👤 Crystal Clear & Captivating Tones: Mastering Clarity and Tone for AFFINITY in Communication
- 👤 Speak to Connect: Mastering Articulation and Pacing
- 👤 Wordsmithing the Positivity Way



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## Workshop Library

### Active listening skills

- 👤 Tuning In: A Workshop on the Power of Active Listening
- 👤 Feel, Grasp, Connect: Navigating the Empathy-Understanding Bridge in Active Listening
- 👤 Quest for Clarity: Mastering the Art of Inquiry in Active Listening

### Non-Verbal Communication

- 👤 The Silent Symphony: Harnessing Non-Verbal Cues for AFFINITY in Communication

### Types of non-verbal communication

- 👤 Mirror of the Mind: Mastering Facial Expressions for AFFINITY in Communication
- 👤 The Body Speaks: A Workshop on Non-Verbal Communication
- 👤 The Art of Gesturing: A Tableau of Non-Verbal Narratives
- 👤 Navigating the Space: A Proxemics Walkthrough
- 👤 Silence Speaks: Decoding and Modulating Non-Verbal Cues

### Written Communication

#### Effective written communication techniques

- 👤 Precision Power-up: Sharpening Clarity and Conciseness in Written Communication






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## Workshop Library

-  **Grammar Guardians: Mastering the Tools of Clarity and Precision in Written Communication**
-  **Common Spelling and Grammatical Mistakes**
-  **Crafting Resonance: Mastering Tone and Formality for Empathetic and Effective Written Communication**

### Writing for various customer service channels

-  **Email Excellence: Mastering Digital Communication for AFFINITY in Customer Service**
-  **Chat Champion Challenge**
-  **Social Savvy Scenario Simulation**

### Communication in Challenging Situations

-  **Empathy Engine: Navigating Difficult Customer Scenarios**
-  **Peacekeeper's Playbook: Harnessing De-Escalation Strategies**
-  **Grace Under Fire: Emotional Balance & Professionalism Bootcamp**
-  **Guardians of Respect: Assertiveness & Boundary Setting Bootcamp**
-  **Turn the Tables: The Positive Spin Masterclass**




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## Workshop Library




### Adapting Communication to Diverse Customers

-  **Global Village Workshop: Cultivating Cultural Sensitivity and Awareness**
-  **Empathy in Action: An Accessibility Workshop**
-  **Bridging Worlds: A Workshop on Using Interpreters for AFFINITY in Communication**

### Effective Questioning Techniques

-  **The Q-Factor: Harnessing Open-Ended and Closed-Ended Questions for Effective Communication**
-  **Deep Dive Dialogues: Mastering Probing and Clarifying Questions**
-  **Mastering the Q-Factor: Harnessing the Power of Effective Questioning in Problem-Solving for AFFINITY in Communication**

### Giving and Receiving Feedback

-  **Feedback Forward: Harnessing the Voice of Customers for AFFINITY in Communication**
-  **Feedback Forward: Mastering the Art of Constructive Feedback for AFFINITY in Communication**
-  **Blossoming Through Feedback: An Interactive Journey to Improvement**



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# AFFINITY in CUSTOMER SERVICE™

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## Workshop Library

### CONFLICT RESOLUTION FOR AFFINITY IN CUSTOMER SERVICE

#### Understanding Conflict

- 🧑🏽🧑🏽 Harmony from Discord: Navigating the Labyrinth of Conflict for AFFINITY in Customer Service
- 🧑🏽🧑🏽 Conflict Conquerors: Navigating the Labyrinth of Customer Service Conflicts
- 🧑🏽🧑🏽 Navigating the Ripple Effect: Understanding and Mitigating the Fallout of Unresolved Conflicts

#### Principles of a Customer-Centric Approach

- 🧑🏽🧑🏽 The Heartbeat of Service – Building a Customer-Centric Culture
- 🧑🏽🧑🏽 Mission Manifest: Building a Value-Driven Service Culture
- 🧑🏽🧑🏽 CONFLICT Conversations: Navigating Disputes Towards AFFINITY

#### Emotional Intelligence in Conflict Resolution

- 🧑🏽🧑🏽 Navigating Emotionally Charged Waters: The AFFINITY Method in Action
- 🧑🏽🧑🏽 The "Reflection in Action" Workshop
- 🧑🏽🧑🏽 Heartful Hearing: Empathy & Active Listening Meditation
- 🧑🏽🧑🏽 Emotion Navigation: The Dual Dance of Self and Interpersonal Regulation



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## Workshop Library

### Communication Skills for Conflict Resolution

- 👥 Echoes of Understanding: An Active Listening Workshop
- 👥 Navigating the Storm: Assertive Communication in Action
- 👥 The Art of Silent Signals: Non-Verbal Mastery Workshop
- 👥 Paraphrase & Summarize: Keys to Clarity
- 👥 The Questionnaire Quandary: Mastering Open-Ended and Probing Questions in Customer Service

### De-Escalation Techniques

- 👥 Trigger Detective: Unraveling the Threads of Conflict
- 👥 Grace Under Fire: Mastering Composure in Customer Service
- 👥 The Tone and Tenor of Resolution: Harnessing Language and Tone for Effective De-escalation and Customer AFFINITY
- 👥 Walk A Mile: Embracing Empathy and Understanding in Customer Service

### Problem-Solving and Negotiation

- 👥 Operation Deep Dive: Unraveling the Mystery of Conflicts
- 👥 Solution Storm: The Brainstorming Simulation
- 👥 The Solution Selector: Evaluating and Choosing Right
- 👥 Negotiation Navigation: Sailing Towards Consensus
- 👥 Win-Win Workshop: Balancing Scales for Satisfaction





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## Workshop Library

### Working with Difficult Customers

- 👤 Behavior Buster Bootcamp: Navigating the Seas of Customer Temperaments
- 👤 Chameleon Communicators: Adapting to Navigate Difficult Waters
- 👤 Barrier Breakers: Balancing Professionalism and Customer Satisfaction
- 👤 Together We Triumph: A Teamwork Challenge

### Managing Conflicts Across Different Channels

- 👤 Dial & Deal and Face & Pace: Mastering Multi-channel Conflict Resolution
- 👤 Digital Diplomacy: Channel Mastery for Conflict Resolution
- 👤 Public Peacemaking - Mastering AFFINITY in Social Media and Public Forums

### Learning from Conflicts

- 👤 Wisdom from Woes: A Collaborative Workshop for Learning from Customer Conflicts
- 👤 Bridging the Gap: A Collaborative Workshop for Enhancing Customer Service
- 👤 Team Triumph: A Storytelling Workshop for Sharing Best Practices in Customer Service
- 👤 Reflections and Revelations: A Journey of Feedback-Driven Growth in Customer Service

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# AFFINITY in CUSTOMER SERVICE™

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**PEOPLE FIRST, ALWAYS.**

Embark on the AFFINITY journey today. Elevate your customer service skills, foster a thriving team, and cultivate a people-first culture that results in enhanced customer satisfaction, increased retention, and positive referrals. With AFFINITY, you're not just learning - you're transforming your service approach and making a real difference.

Your journey through the AFFINITY certification is a transformative path, one where you don't just learn, but grow and evolve into a master Customer Service Representative. The "People First, Always" mantra isn't just a saying; it becomes a way of life, permeating every interaction, every resolution, and every relationship you build. Welcome to the AFFINITY journey - a journey of growth, empowerment, and exceptional customer service.

**Join us today and embody the  
"PEOPLE FIRST, ALWAYS"  
mantra in your customer service role.**



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