

INSTRUCTIONAL SYSTEMS INC.

WORKING WITH PEOPLE

- Lesson 1 - Introduction to Business
- Lesson 2 - Job, Job Tasks, and Job Training
- Lesson 3 - The CSR's Place in Business
- Lesson 4 - Communicating with Customers
- Lesson 5 - Basic Principles
- Lesson 6 - Key Actions and Attitudes
- Lesson 7 - Customer Service Techniques
- Lesson 8 - Solving Customer Problems
- Lesson 9 - Applying Work Ethics