



Learning on Demand

Ohio's e-Learning Resource



Spotlight Topic of the Month: **Customer Focus**

September 2017



As a customer service professional, at the State of Ohio you support and serve many customers. Every day your agency relies on your abilities and professionalism to make sure customer needs are met. Regardless, of how big or small the request may be, we are here to serve the citizens of Ohio. If you need to sharpen your customer service skills, please take this opportunity to focus on your professional development.

Learning on Demand offers online resources to help strengthen your customer service skills. Below are some Customer Focus related topics:

- ◆ Call Center Skills
- ◆ Customer Service Foundations
- ◆ Customer Advocacy
- ◆ Telephone Skills
- ◆ Dealing with Challenging Customers

In addition to the Customer Focus related courses, the following are other professional development topics for you to explore:

- ◆ Business Grammar Basics
- ◆ Business Writing Basics
- ◆ Communicate with Diplomacy and Tact
- ◆ Constructive Feedback and Criticism
- ◆ Effective Time Management
- ◆ E-mail Essentials for Business
- ◆ Interpersonal Communication
- ◆ Listening Essentials
- ◆ Professionalism and Business Etiquette
- ◆ Take Control of Your Time by Working More Effectively
- ◆ Telephone Essentials for Business
- ◆ Workplace Conflict

Log in to [Learning on Demand](#) to get started!

If you have not logged in before, please use these simple steps:

- Enter username: Your State of Ohio User ID
- Enter the password: welcome (not case sensitive)
- After your first login, you will be asked to change your password and to create a security question and answer
- Your password must be at least eight (8) characters long, include at least four (4) letters and four (4) numbers

Please review and adhere to your agency's training policies, procedures and guidelines regarding the use of Learning on Demand e-learning resources and tools.

For more information contact: Mary Cornwell at 614-995-0154 or email: LearningonDemand@das.ohio.gov .

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