



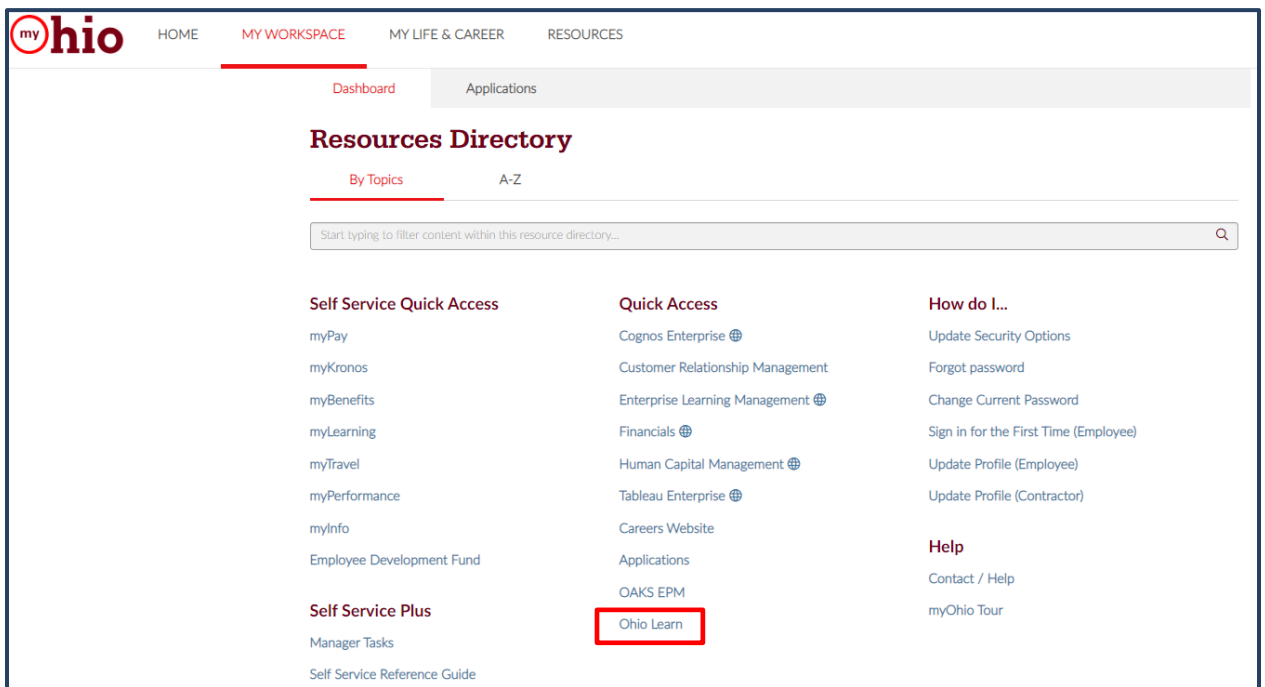
Enrolling in a Learning Plan via Ohio Learn

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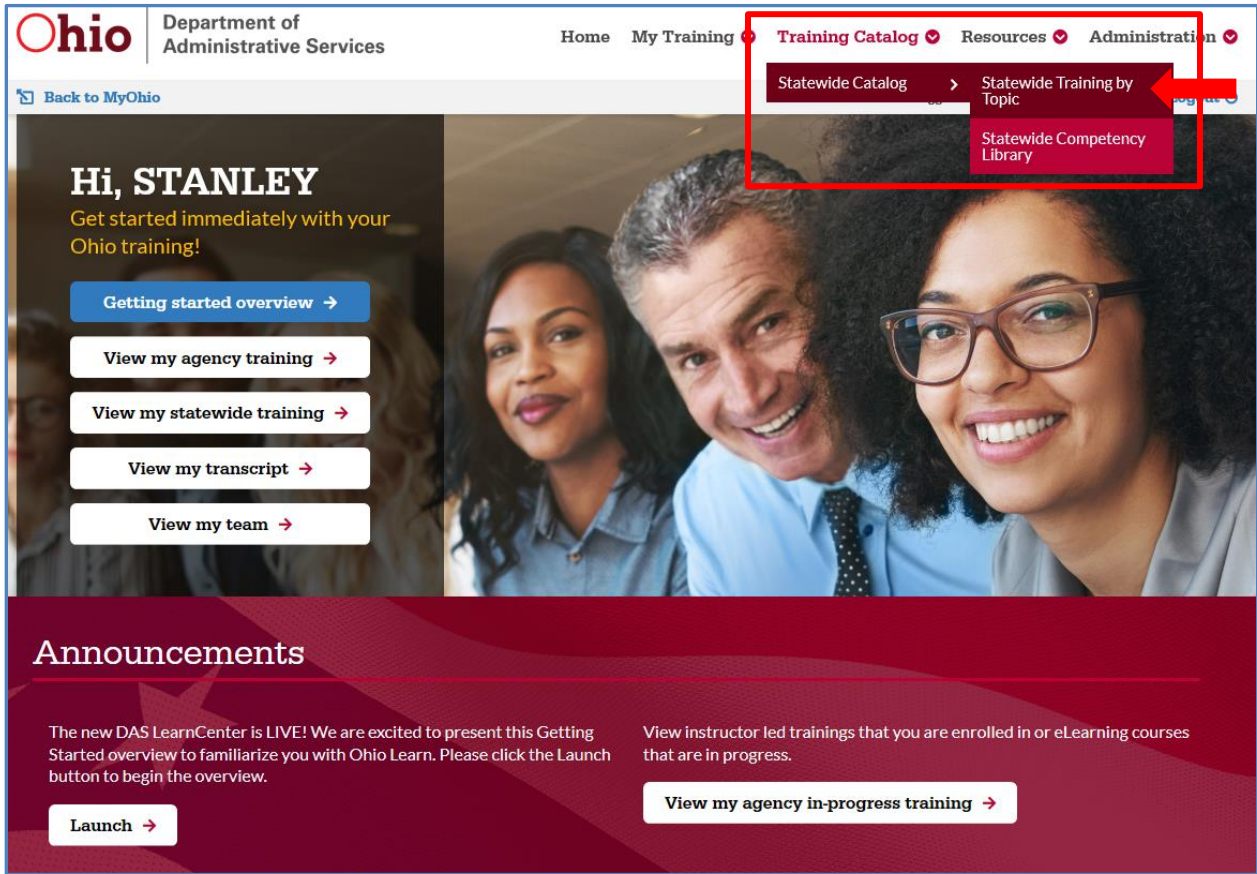
This job aid will help you successfully launch Ohio Learn in order to find, enroll in and complete a Learning Plan.

Launching Ohio Learn

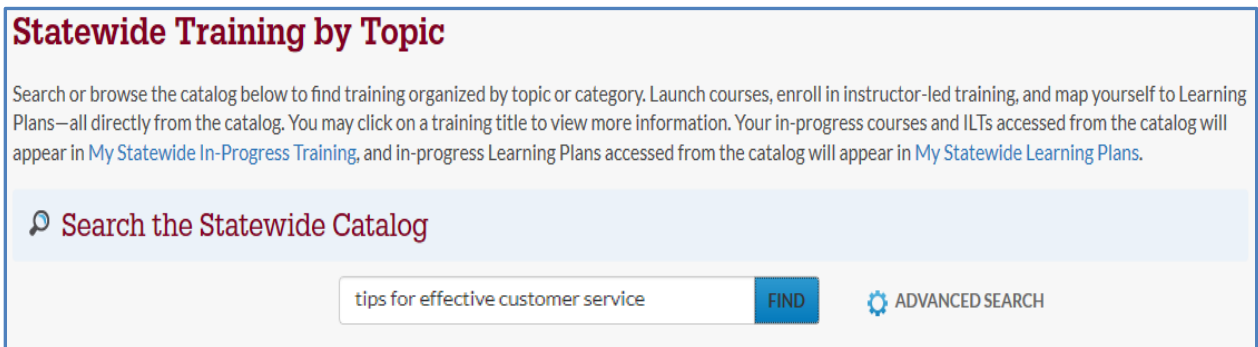
1. Employee Navigates to: [myOhio](#) > [My Workspace](#) > [Ohio Learn](#).



1. On the **Ohio Learn** main page, click on **Training Catalog**, hover over **Statewide Catalog** and then click on **Statewide Training by Topic**.



2. Type **"Tips for Effective Customer Service"** in the search bar and click Find.



- When the search results display, click **Add Plan** next to the Learning Plan you wish to enroll in.

Statewide Training by Topic

Search or browse the catalog below to find training organized by topic or category. Launch courses, enroll in instructor-led training, and map yourself to Learning Plans—all directly from the catalog. You may click on a training title to view more information. Your in-progress courses and ILTs accessed from the catalog will appear in My Statewide In-Progress Training, and in-progress Learning Plans accessed from the catalog will appear in My Statewide Learning Plans.

Search the Statewide Catalog

tips for effective customer service **FIND** **ADVANCED SEARCH**

NARROW RESULTS **RELEVANCE**

ITEM TYPES
 Learning Plan (1)

CATEGORIES
 Professional Development Training (1)

START DATE

Tips for Effective Customer Service
This Learning plan Contains six (6) individual courses and videos. You must complete all six to receive completion for this learning plan.

TYPE	STATUS	CATEGORY
Learning Plan	Completed	Professional Development Training

Add Plan

- You will receive confirmation that you have successfully added the Learning Plan to your Ohio Learn Statewide Training.

Statewide Training by Topic

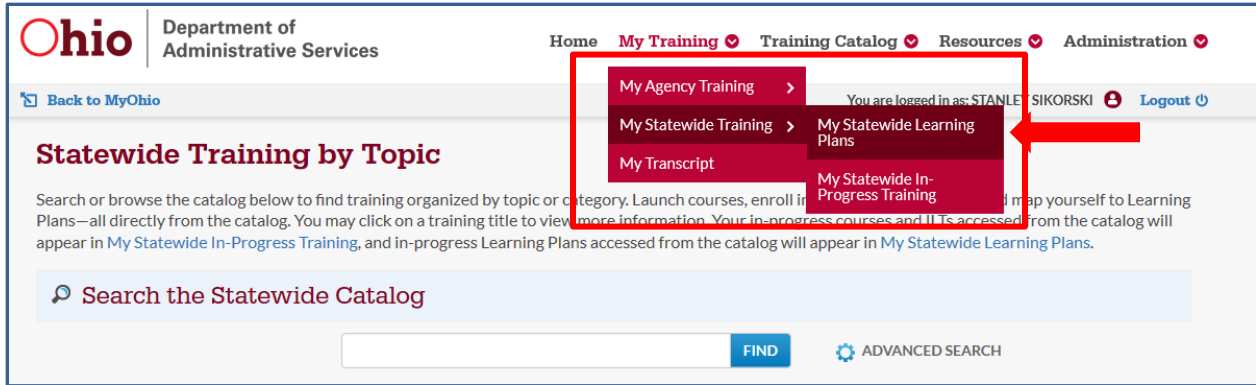
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Search the Statewide Catalog

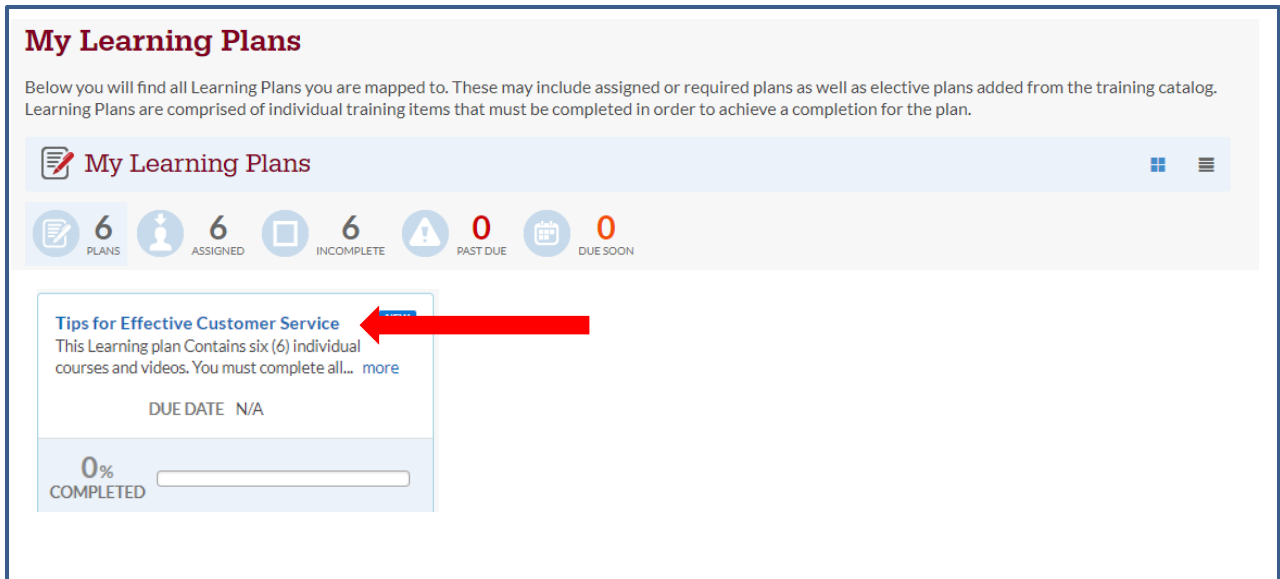
remote working **FIND** **ADVANCED SEARCH**

You have successfully added yourself to the Remote Communications Resources. Learning Plan. There may be a delay before you see updated completion information. **X**

- Go back to the menu at the top of the page and select **My Training**, hover over **My Statewide Training** and then click on **My Statewide Learning Plans**.



- The Learning Plan(s) that you selected on the previous screen will display. Click the title of the Learning Plan to access the courses within.



7. To launch a Course within this Learning Plan, click the **Launch Course** button next to the courses.

My Statewide Learning Plans

Below you will find all statewide Learning Plans you are mapped to. These may include assigned or required plans as well as elective plans added from the training catalog. Learning Plans are comprised of individual training items that must be completed in order to achieve a completion for the plan.

My Learning Plans ← BACK

Tips for Effective Customer Service

6 ITEMS 0% COMPLETED 0 ITEMS PAST DUE 0 ATTACHMENTS

SEQUENCE NUMBER FILTERS (#)

My Learning Plans > Tips for Effective Customer Service

1	Communicating Effectively with Customers (Course - 30 mins) Effectively communicating with customers is essential to the success of any customer-oriented business. Adapting to the different communication styles and emotions of customers will help you build customer relationships through better customer conversations. Improving... more	DUE DATE N/A	STATUS Not Attempted	OPTIONAL No	Launch Course
2	Communicating with Employees, Customers, and the Outside World (Course - 28 mins) An organization's message can be communicated visually to the outside world through various methods. This course will help you understand the importance of visual communication and how to use it effectively.	DUE DATE N/A	STATUS Not Attempted	OPTIONAL No	Launch Course
3	Designing a Customer Service Strategy (Course - 28 mins) There are several defining moments, or moments of truth, that can make or break every service transaction. To successfully navigate these moments of truth in customer relationships, it's important for service organizations to add value to a customer's experience by creating and... more	DUE DATE N/A	STATUS Not Attempted	OPTIONAL No	Launch Course
4	Facing Confrontation in Customer Service (Course - 27 mins) Achieving service excellence is very challenging when dealing with angry customers. By following a few simple techniques to avoid confrontation, you can manage difficult customer relationships and project a high-quality client service (CS). In this course, you'll learn about typical trouble... more	DUE DATE N/A	STATUS Not Attempted	OPTIONAL No	Launch Course


Click "Launch Course" to Launch the Web based courses.

8. On the next page, Click the **Launch** button once again to be taken to the course.


Communicating Effectively with Customers

Effectively communicating with customers is essential to the success of any customer-oriented business. Adapting to the different communication styles and emotions of customers will help you build customer relationships through better customer conversations. Improving conversations with customers enables an efficient, high quality client service (CS). This course explains how to adapt to the different communication types and identify the common emotions that customers experience when contacting a support center. It also explains how to adapt your writing skills to communicate through e-mail and to document incidents.

This course contains eight (8) individual videos



Click Launch to begin this course.



9. Once you complete all courses within the Learning Plan, the Learning Plan will be placed on your transcript and all courses can be re-launched and reviewed from there.
10. Completion credit will be given in Ohio Learn once the course is launched.