

## Learning Plan Worksheet

### Course

### Customer Service Foundations

### Instructions

Use this worksheet to identify your learning goals for the course. You can use the action plan on page 2 to develop a plan to achieve your goals.

### Learning Topics

- Building rapport
- Exceeding expectations
- Solving problems

### Discussion Questions

- How is this course relevant to you?
  
- How can you apply what you learn back at work?

### Learning Objectives

List your objectives for this course. What three things are most important for you to learn?

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

# Action Plan

Use this worksheet to create an action plan for implementing what you’ve learned.

- 1. Identify three lessons from the course that are most important to you.
- 2. For each lesson, create an action plan to implement your new skills.

## Take-away #1:

Skill-building plan\_\_\_\_\_

Complete?	Date Due	Action

## Take-away #2:

Skill-building plan\_\_\_\_\_

Complete?	Date Due	Action

## Take-away #3:

Skill-building plan\_\_\_\_\_

Complete?	Date Due	Action