Customer Service Foundations

with Jeff Toister



Expand Your Influence

Customer service professionals are often expected to solve problems that are beyond our control. Use this worksheet to find ways to influence a better outcome for your customer.

- 1. Identify factors you can't control. Write those outside the circle.
- 2. Identify factors you can control. Write those inside the circle.
- 3. Focus on what you can control.

Can't Control

