



# Creating Positive Conversations with Challenging Customers

Course completed by Vinicius Ferro de Moraes

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Top skills covered

Challenging Environment

Customer Service

A stylized, handwritten signature in black ink that reads "Dan Brodsky".

Head of Content Strategy, Learning



Certificate ID: e29d12f81f64e2905b5d2412ee09c9ee62aed19ad28a06132082c6eff9717de8