

**What participants are learning in and saying about
ICT's Exceptional Customer Service Training:**

"This training was very inspirational, and I loved the videos!"

"Thank you for this great training!"

"Thank you. Excellent class!"

"I loved everything in this training."

"I learned that sometimes we ignore or withdraw from a conflict when the discomfort of confrontation exceeds the potential reward of resolution of the conflict. We do this all the time without fully understanding why we are withdrawing. Being armed with this knowledge, our response may be different."

"During this training, I learned that we all have boundaries, so be respectful and kind to others."

"I learned that our perception is our reality and to be kind to ourselves and to others...embrace our differences."

"When I am angry, I will try to take a deep breath to calm myself down. I will try this for the next 30 days and it will become a good habit."

"I learned to remember to breathe and stay calm when assisting irate clients."

"I appreciated the exercise that we did around emotions/needs. I believe it will help me be more aware of how my actions affect other people and that my perception of things may not always be the same as someone else's perceptions."

"I was reminded to keep a positive attitude."

"I was reminded that counting breaths activate the prefrontal cortex."

"I learned how to resolve situations from the scenarios shared during this training."

"I found it interesting that being angry can affect your immune system for up to 6 hours."

"I learned you cannot change a thought without replacing it."

What participants are learning in and saying about ICT's Exceptional Customer Service Training:

"During this training, I learned how to practice empathy with my customers and my fellow co-workers."

"I learned that being a better listener will not only help my professional career, but also will help my personal relationships."

"This training made me more aware of the exceptional phrases to use and avoid using the cliché remarks."

"I learned how to be a better listener."

"I was reminded that no one is perfect or 100% right all the time and to have a heart for others."

"I learned that body language is more powerful than the [spoken] word."

"I learned about how much our behaviors and attitudes affect our health. There is a personal benefit to being kind and respectful to others."

"I learned the three ways of communication: Word, Facial Expression and Body Language."

"I learned that emotions shape our thoughts and decisions."

"I learned about The Four Agreements from Don Luis Miguel and that Dr. Maya Angelou's works are powerful and measurable."

"I was reminded that in our daily interactions, we want to be treated with respect, kindness, to be listened to and understood."

"I learned that 5 minutes of anger takes 6 hours to recover."

"I learned the importance of reflective listening."

"I learned about the idea of positive biases."

"I learned about implicit bias."