

## A Welcome Message from Shep Hyken

Get all the benefits of Shepard Virtual Training at XTRACredits, including the opportunity to earn your verified continuing education credits!

Are you looking for ways to make yourself and the organization that you work for a star in your customers' eyes? To get and then keep your customers, you must deliver an amazing experience. With my help, you can now master the art of creating customer amazement. Expect to acquire new skills that will help you develop a customer service mindset and create those "Moments of Magic." In my courses, you will learn and be reminded of powerful customer service concepts and strategies that will help take you from ordinary to extraordinary – from average to amazing. With Shepard Virtual Training Continuing Education, the help you need is available 24/7, and you can learn at your own pace.



- Learn to create an amazing customer experience.
- Create a collaborative corporate culture.
- Increase repeat business and revenue.
- Manage angry customers.
- Handle customer complaints.

Shepard Virtual Training gives you access to the best customer service skills training in a fast, easy, convenient, and fun way. Since we have partnered with XTRACredits, you will earn your Continuing Education Credits while you are improving your customer service and experience skills.

Your verified courses are accessible anytime and from anywhere. It's more than a simple set of videos; it's a fully interactive experience for you to enjoy at your own pace.

With these courses, it's almost like having me as your very own personal coach 24/7. So don't wait any longer. It's time to be AMAZING! Start today, and earn continuing education credits!

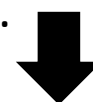
**What are you waiting for? Start now. Learn and earn Continuing Education Credits.**

Don't see the accreditation you're looking for?

Please contact us at [info@thecustomerfocus.com](mailto:info@thecustomerfocus.com) and we will see about acquiring certification from your organization.



**Course descriptions and pricing are below.**





**The Customer Focus: How to Create Moments of Magic® 1 of 2 (2 CE Credit)**

Implement Shep's trademark business philosophy to create and sustain a corporate culture that values relationship-building with both external and internal customers.

[BUY NOW](#)

**The Customer Focus: How to Deliver Moments of Magic® 2 of 2 (4 CE Credits)**

Implement Shep's trademark business philosophy to create and sustain a corporate culture that values relationship-building with both external and internal customers.

[BUY NOW](#)

**Six Steps to Creating a Customer-Focused Culture (2 CE Credit)**

In this short, 50-minute course designed for leadership, Shep lays out six definitive steps you can take as a leader in your organization to create the customer service culture you envision.

[BUY NOW](#)

**How to Manage Angry Customers & Handle Customer Complaints (2 CE Credit)**

Shep provides various tips and tactics to help diffuse challenging situations with customers in this one-hour course.

[BUY NOW](#)



**The Customer Focus: How to Create Moments of Magic® for Association Members 1 of 2 (1 CAE Credit)**

Moments of Magic® are not just okay or satisfactory experiences. They're the moments that make your members want to do business with you over your competitors. In this first part of this course, Shep will help you to learn how to make really great experiences that keep members coming back for more.

[BUY NOW](#)

**The Customer Focus: How to Deliver Moments of Magic® for Association Members 2 of 2**

*(2 CAE Credits)*

If you amaze members every time they deal with you, you'll have a valuable competitive edge, regardless of the state of the economy or the dynamics of the marketplace in which you operate. In this second part of the course, Shep will help expand on the tips and techniques from course 1 and help you to create those Moments of Magic for your members.

[BUY NOW](#)

**Six Steps to Creating a Customer-Focused Culture for Association Members (1 CAE Credit)**

Are you looking for ways to create a stronger service culture that builds loyal relationships with your members and a better environment for your employees? Everyone needs to be in alignment in a customer-focused organization. In this course, Shep will help you to identify and learn the certain steps required by the participation of everyone in the organization.

[BUY NOW](#)

**How to Manage Angry Members & Handle Member Complaints for Association Members (1 CAE Credit)**

In today's highly competitive business environment, showing members you care is vital. Customer service is not a department; it's a philosophy. Are you looking for various tips and tactics to help diffuse challenging situations with angry or complaining members? In this course, learn what to say and what not to say to ensure that you deliver amazing customer service, even in tough member situations course.

[BUY NOW](#)





### **The Customer Focus: How to Create Moments of Magic® for Human Resource Professionals 1 of 2**

*(1 PDC Credit)*

As a human resource professional you regularly interact with clients, stakeholders and internally with your team. Displaying competency in managing those relationships and creating Moments of Magic® that turn ordinary interactions into memorable experiences is important to your job success. In this 1-hour course, learn to make a great first impression, build rapport, learn to communicate effectively – Create those Moments of Magic®...

[BUY NOW](#)

### **The Customer Focus: How to Deliver Moments of Magic® for Human Resource Professionals 2 of 2**

*(2 PDC Credits)*

In this second course you will learn how to deliver those Moments of Magic. In order to effectively deliver those moments, you must learn and know how to behave appropriately and effectively when stakeholders and team members aren't happy with you. Learn about Moments of Misery™ that your relationships, internal or external, might experience and tips and techniques that you can use to turn those experiences into Moments of Magic®.

[BUY NOW](#)

### **Six Steps to Creating a Customer-Focused Culture to Support Your Organization (1 PDC Credit)**

A strong corporate culture is important for every business. This course is for professionals in human resources who are looking for effective communication and leadership strategies to define and deliver a customer-focused culture.

[BUY NOW](#)

### **How to Manage Angry Stakeholders & Handle Stakeholder Complaints (1 PDC Credit)**

Are you looking for various tips and tactics to help diffuse challenging situations with angry or complaining stakeholders? As a human resource professional it is important to learn effective proven strategies that will help you to learn what to say and what not to say to ensure that you deliver amazing customer service, even in tough stakeholder situations.

[BUY NOW](#)

## **Don't see the accreditation you're looking for?**

Interested in learning more about approved/verified Continuing Education credits, Keynote Speaking Engagements, and BreakOut Sessions?

Please contact us at [info@thecustomerfocus.com](mailto:info@thecustomerfocus.com) for more information.

