



RAPID HERO: EMPLOYEE ONBOARDING I: SERVICE MINDSET

HOW TO GET THE MOST OUT OF THIS COURSE

IMPORTANT: *If you are taking this course through your organization, you may have a different plan for completing the course that takes into account factors specific to your training. What follows is general advice on how to approach the course.*

1

CHUNK YOUR TIME

The Rapid Hero series is designed to be under an hour in length, but that doesn't mean you should do it all in one sitting. Try spreading the course out across multiple days and even taking time between sessions.

2

KEEP AN OPEN MIND

Everyone thinks they know more about customer service than they do. Approach this course with an open mind, and I promise that you *will* learn things you've never encountered in a customer service course before.

3

BE OKAY WITH MISTAKES

Guess what? You're learning! It's okay to make mistakes; in fact, it's an important part of the process. If you make a mistake, tell yourself, "I just learned something new."

4

APPLY IT TO YOUR WORLD

Want to really learn? Want to really grow in your career? As you're going through this course, think about how the principles you are learning apply to your job. New job? Consider how you *think* the ideas might apply.

5

KEEP LEARNING ON YOUR OWN

You are going to learn some cool concepts about psychology, customer emotion, and, of course, customer experience. Interested in a topic? Jot it down and search online to learn more.