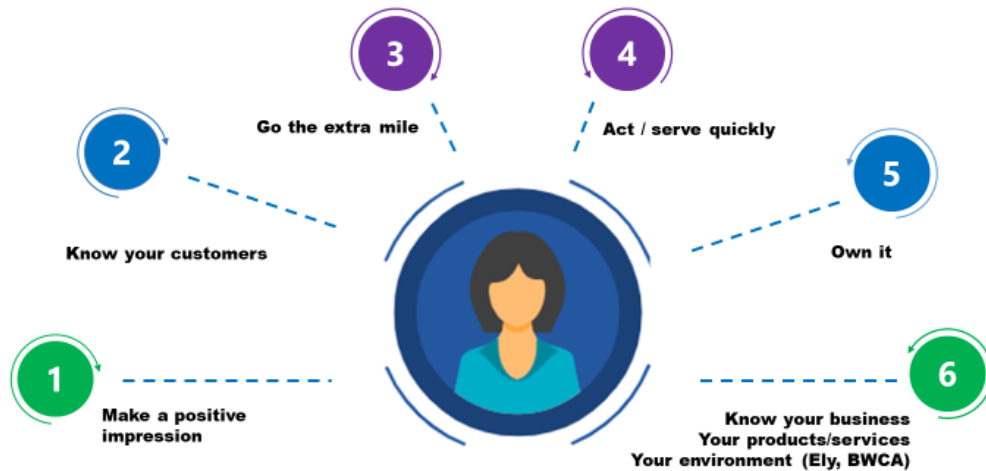


Exceptional Customer Experiences

Requires you...



CQ Squared, LLC

Exceptional Mannerisms

- Smile
- Maintain eye contact
- Professional/appropriate appearance
- Handshake/elbow bump
- Be attentive
- Calm tone of voice
- Hand gesture
- Keep safe/personal distance
- Confident Posture
- Observe what's happening



These "Top 10" Soft Skills

10 soft skills:

- Clear Communication
- Listening Skills
- Self-Control
- Positive attitude
- Assertiveness
- Conflict Resolution
- Empathy
- Depersonalization
- Taking Responsibility
- A sense of humor

the balance

Image by Kelly Miller. © The Balance 2018