

Surviving Burnout in Customer Service

GoSkills online course syllabus

Skill level

Beginner

Lessons

16

Pre-requisites

No prior experience needed

Video duration

34m

Estimated study time

34m 5s

Instructor

Michael Dixon

Introduction

1 Thrive in your customer service role

Being able to effectively manage feelings of burnout is vital for the well-being of customer service employees.

Evaluate Your Relationship with Burnout and Stress

2 Understand burnout in customer service

In order to begin addressing burnout in customer service, it's important to be able to recognize the signs and triggers of burnout.

3 Build self-awareness

Building self-awareness enables you to understand your emotional responses, triggers, and limitations, providing a foundation for effective burnout prevention and management.

4 Use goals to combat customer service burnout

As you begin exploring strategies to manage burnout in customer service, it's important to set goals so you can track your progress and ensure you're effectively working through feelings of burnout.

Set Personal and Professional Boundaries

5 Set boundaries in customer service

Effective communication of boundaries is essential for creating mutual understanding with customers and colleagues, reducing misunderstandings, and minimizing stressors that contribute to burnout.

6 Reassert your boundaries as needed

Reasserting boundaries when necessary is key to maintaining their effectiveness in protecting you from burnout.

Practice Proactive Conflict Management

7 Use feedback for customer service improvement

Gathering feedback regularly is a practical way to get ahead of conflicts.

8 Recognize signs of customer conflict

Recognizing early signs of conflict allows you the opportunity to address issues before they escalate, minimizing workplace tension, and ultimately reducing the risk of burnout.

9 Implement conflict resolution strategies

Being able to resolve conflicts effectively can prevent prolonged stress that can lead to burnout.

Build a Resilient Customer Service Culture

10 Create a supportive culture

Your workplace culture plays a huge role in how you manage burnout.

11 Build a support system

Building a support system is crucial for preventing and mitigating burnout in customer service.

12 Check in with yourself regularly

Regular self-assessment allows you to monitor your mental and emotional well-being, identify early signs of stress, and take timely actions to address and alleviate potential issues.

13 Practice stress reduction strategies

We've all been there - the customer who just can't seem to be satisfied or the phone call that never seems to end.

Create A Career Plan

14 Create a career journey map

Creating a Career Journey Map is essential for navigating your customer service career effectively.

15 Facilitate career conversations

Facilitating Career Conversations is key to finding your way in your career and keeping burnout at bay.

Conclusion

16

Begin building your resilience

Thank you for watching this course!

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