

Course 1 Timing

CHAPTER / ACTIVITY	TIME	DURATION
<i>Registration</i>	7:45 am	15 min
<i>Introduction</i>	8:00 am	30 min
Chapter 1: Communication Skills	8:30 am	75 min
Chapter 2: Diversity and Inclusion	9:45 am	75 min
<i>Break</i>	10:00 am	15 min
Chapter 3: Listening Skills	11:15 am	75 min
<i>Lunch</i>	12:00 pm	60 min
Chapter 4: Customer Service in Action	1:30 pm	90 min
<i>Break</i>	2:00 pm	20 min
Chapter 5: Working with Challenging Customers	3:20 pm	75 min
<i>Wrap-up</i>	4:35 pm	10 min