



STATE OF MAINE

BUREAU OF HUMAN RESOURCES

Customer Service Training Resources

ACTIVE LISTENING

[What Is Active Listening?](#) – Article

[Active Listening Skills And Examples](#) – Article & Interactive Activity

[Active Listening: Hear What People Are Really Saying*](#) – Video

CLEAR COMMUNICATION

[9 Effective Communication Skills](#) – read or listen to article and includes a series of links to additional resources

[Effective Communication](#) – Article

[Communication Skills For Workplace Success](#) – Article

EMPATHY

[Empathy At Work*](#) – Article and Video

[A Guide To Empathy In Customer Service](#) – Article

OTHER RESOURCES

[Customer Service TED Talks](#) – Videos

[Customer Service Training](#) – Article

*MindTools allows three free articles per user before putting up a paywall.