



Digital Byte Training Guide

Title of Training: Customer Service: Part 1

Description: The Role of Positive Body Language

Key Concepts in This Training Include:

The Two Things I Found Most Important in this Training are:

How Could I Apply These Concepts in my Everyday Work?:

Further Reading:

[Top 25 Words, Phrases and Empathy Statements](#)

[How to Use Positive Language in Customer Service](#)