

# SOFT SKILLS SERIES

## WEEK 1: CUSTOMER SERVICE & BUILDING TRUST

- The role of trust in pest management
- Active listening techniques
- Communicating clearly and professionally with customers
- Handling customer concerns with confidence
- Role-playing difficult customer interactions

## WEEK 2: EFFECTIVE COMMUNICATION & BODY LANGUAGE

- Verbal vs. non-verbal communication
- Using clear, jargon-free language with customers
- Reading customer cues and responding appropriately
- Email and phone communication best practices
- Practicing confident, professional body language

## WEEK 3: CONFLICT RESOLUTION & HANDLING DIFFICULT CUSTOMERS

- Understanding different customer personalities
- Strategies for de-escalating tense situations
- Turning complaints into positive experiences
- When to involve a manager or supervisor
- Interactive conflict resolution scenarios



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## WEEK 4: TIME MANAGEMENT & ORGANIZATION FOR FIELD TECHNICIANS

- Prioritizing service calls efficiently
- Balancing paperwork and on-site work
- Avoiding common time-wasting habits
- Tools and apps for better organization
- Group discussion on best time-saving strategies

## WEEK 5: TEAMWORK & LEADERSHIP IN PEST CONTROL

- Collaboration between technicians, office staff, and managers
- Giving and receiving constructive feedback
- Leading by example in the field
- Developing problem-solving skills for team success
- Case study: Solving pest issues as a team

## WEEK 6: PROFESSIONALISM & ETHICS IN PEST MANAGEMENT

- Representing your company with professionalism
- Ethical dilemmas in pest control (upselling, treatment options, etc.)
- Maintaining honesty and integrity in the field
- Handling sensitive customer situations
- Interactive case studies on ethical decision-making

