



Industry pathway for:  
**Retail Salespersons**

[Click here to learn more about this pathway!](#)



**1. Skillset: Customer Service**

- Course #1: Retail Sales: The Importance of Listening
- Course #2: Mastering Conversations in Retail Sales
- Course #3: Retail Customer Service
- Course #4: Customer Service: Handling Abusive Customers
- Course #5: De-escalate Angry Calls
- Course #6: Innovative Customer Service Techniques



**2. Skillset: Retail Sales Basics**

- Course #1: Retail Sales Foundations
- Course #2: Job Skills: Learning Retail Sales
- Course #3: Retail Sales Management



**3. Skillset: Time Management & Teamwork**

- Course #1: Managing Your Time
- Course #2: Being an Effective Team Member
- Course #3: Creating a Culture of Collaboration
- Course #4: Managing Team Conflict

The PA CareerLink® offers many additional career tools including Metrix Learning, the Big Interview, and PA CareerZone, as well as a database of job opportunities with listings of open positions across PA! Visit their website at <https://www.pacareerlink.pa.gov/jonline/> or call their local office at 570.822.1101



Interested in pursuing more advanced education options after completing Project PIVOT? Check out continuing education opportunities from these local academic partners in the "Continuing Education Options for Industries with High Demand" section of the Project PIVOT webpage!

