**Nepris Exercise - Workplace Expert Experiences with Performance Feedback**

(Updated: June 16, 2017)

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| **Code** | **Resource Name** |
| **24 Complete the Company Leadership Suite** |
| 24-21 | *Nepris Exercise:*Workplace Expert Experiences with Performance Feedback<https://nepris.com/video/customer-service-skills-being-good-employee-46664> This session offered by AT&T emphasizes the importance of customer service as a means to succeed in any career. Chip Wood walks students through a variety of scenarios they face in every day life, emphasizing communication and conflict resolution. This session focuses on how to address employee performance issues before they lead to a negative performance review. |