

Invitation to Retail Emotional Intelligence Training

Dear [Employee's Name],

We are excited to announce an upcoming training session focused on enhancing emotional intelligence skills to improve customer engagement at [Store Name]. This training will empower you with the tools needed to better understand and respond to customer emotions, ultimately leading to improved service and customer satisfaction.

Training Details:

- **Date:** [Insert Date]
- **Time:** [Insert Time]
- **Location:** [Insert Location]
- **Duration:** [Insert Duration]

What You Will Learn:

1. Understanding emotional intelligence and its impact on customer interactions.
2. Techniques for recognizing customer emotions.
3. Strategies for responding to customers with empathy and understanding.
4. Ways to create a positive shopping experience through emotional connection.

Your participation is key to our success in providing exceptional customer service. Please RSVP by [RSVP Date] to confirm your attendance.

Thank you for your commitment to making [Store Name] a great place for our customers.

Best regards,

[Your Name]

[Your Title]

[Store Name]