

Customer Service Skills

How to provide a professional, courteous and effective service to your customers

Course benefits:

Business thrives when the culture is customer oriented. When this culture and the right skills are focused specifically for use on the telephone but also face to face, then often the results are amazing.

This course examines the role of customer focus and helps people and organisations to develop in two distinct ways. Firstly by enhancing the skills of the individual; secondly by promoting and encouraging a more process oriented environment. This benefits the customer and the Business.

Who should attend:

Anyone who works in a customer oriented environment and who has a responsibility to deal with customers in a professional and courteous way.

This course is not for badge wearers looking for anecdotes and amusing stories. This course is about introducing deep-rooted changes in the attitude of the attendee – and measurable results.

What you will learn:

On successful completion of the course, attendees will be able to:

- Provide a professional, courteous and effective service to customers
- Exhibit a clear understanding of what constitutes good customer service
- Communicate more effectively
- Use a proven process for telephone contact
- Use a system that will build rapport – fast
- Use a proven process when handling difficult situations

When you implement what you learn, you will be able to make a positive contribution to your company.

What you will cover:

- **Customer Service** – principles of a customer oriented organisation; what customer service is; the effects of good and bad customer service; being professional, some simple but effective rules; class voting on aspects of the work and assessment of current levels of skill; team exercise on who the customer is and what service they require; class exercise to define current feelings about the customers and their perception of the support they receive
- **Communication** – how we communicate; communicating in different situations; active listening; techniques to build and maintain rapport; establishing rapport - the critical first minute; words and phrases that get action; techniques to maintain a professional edge on the telephone
- **Winning techniques** – dealing with misunderstandings; taking ownership of problems; keeping the customer informed; choosing the most appropriate course of action; understanding the two most important personality types – and how to be successful with both
- **Handling Difficult Situations** – a process to defuse heated situations; why we behave the way we do; how different types of behaviour affect the outcomes achieved; understanding the situation and learning to adjust your behaviour to achieve the desired outcome; why customers complain; handling complaints; understanding why customers are, or appear to be, difficult; class exercise to employ a process for reducing tension and bringing together the parties involved

How you will learn:

Multiple exercises and simulations make this a stimulating day where the problems of handling customers can be explored in a safe environment. Techniques learnt on this course can be measured and coached for on-going quality control

Duration and availability:

One day non-residential. In-house only.