



To maintain a competitive advantage in today's working environment, many organisations are making Customer Service their major point of difference. Customers have become smarter in understanding the power they have as a consumer and as a result their expectations of service delivery are much greater.

This 2 day intensive and highly interactive Customer Service Essential Elements training program will equip your staff with the necessary skills to meet and exceed your customers' expectations.

Participants will learn to:

- Recognize that service delivery is an individual response value
- Understand how their behaviour impacts the behaviour of others
- Develop the confidence and skills to think as a problem-solver
- Communicate more assertively and effectively
- Learn ways to make customer service a team approach

Key Skills For Customer Service Professionals

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| <ul style="list-style-type: none"> √ Meeting Customer Expectations <ul style="list-style-type: none"> ◆ <i>Critical factors in understanding customers</i> √ Presenting Yourself Professionally <ul style="list-style-type: none"> ◆ <i>The impression you give to your customers</i> √ Communication Skills <ul style="list-style-type: none"> ◆ <i>How to overcome barriers to communication</i> √ Telephone Skills for Customer Service <ul style="list-style-type: none"> ◆ <i>The business standards expected of today</i> √ Customer Problem Solving <ul style="list-style-type: none"> ◆ <i>Approaches to resolving customer problems</i> √ The Recovery Process <ul style="list-style-type: none"> ◆ <i>How to turn customers around</i> | <ul style="list-style-type: none"> √ Eliminate Customer Service Problems <ul style="list-style-type: none"> ◆ <i>Consider internal and external customers</i> √ Service PRIDE is a Team Effort <ul style="list-style-type: none"> ◆ <i>How you can improve customer service at work</i> √ Dealing With Difficult People <ul style="list-style-type: none"> ◆ <i>Develop and understand coping strategies</i> √ Dealing With Conflict <ul style="list-style-type: none"> ◆ <i>Discover 5 ways to deal with conflict</i> √ Increasing Your Assertiveness <ul style="list-style-type: none"> ◆ <i>Learn the 4-Step formula to communicate better</i> √ Personal Development & Goal Setting <ul style="list-style-type: none"> ◆ <i>How the mind works through this process</i> |
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