

Duration

1 day

Suitable For

All those come into contact with internal and external customers on a regular basis i.e. everyone!

Objectives

This course is designed to enable employees to understand and demonstrate excellence in Customer Service.

By the end of the course delegates will be able to:

- Understand and define Excellence in Customer Service.
- Understand the context in which Customer Care is delivered.
- Make a difference to both internal and external customers through positive behaviour.
- Use a range of tools to deliver excellent service to a diverse customer group.
- Use a range of skills & tools to deal with difficult situations

Course content

Customer Service in context

- Where have we come from – where are we now?
- Defining excellence
- Identifying personal legacy

Defining the customer

- Internal and external
- Feelings and skills
- Barriers and support
- Breaking down barriers

Core Skills

- Building rapport
- Listening and questioning
- Using positive language
- Non verbal communication
- Giving and receiving feedback

Dealing with difficult situations

- Assertive communication
- Verbal defensive techniques
- Transactional Analysis
- Practical exercise

Planning how and when to apply new tools/skills

- Action planning
- Action learning teams
- How we learn

Course Evaluation and Next Steps