

Duration: 1 day

Who should attend: Anyone who is part of a Customer Service team or who has a role in serving or looking after customers.

Aims: This course aims to raise the awareness of providing exceptional customer service on the telephone, via e-mail, and face-to-face, and also develop the practical skills needed to deliver this each and every time.

By the end of the course delegates will:

- Understand the importance of delivering exceptional customer service
- Have a greater understanding of what good communication is and overcome barriers that can cause breakdowns
- Ask effective questions to achieve better results
- Develop active listening skills to improve understanding
- Know how to build trust and rapport quickly and effectively
- Manage difficult callers or situations with confidence and assertion
- Deliver exceptional customer care to all customers in a professional, efficient manner

Topics

Customer Care

- What is good customer service
- Why is it important?
- What are the benefits?

Communication Skills

- How can it go wrong?
- How to speak so people listen
- Questioning Skills
- Listening Skills

Building Brilliant Relationships

- How to build trust and rapport rapidly
- Genuine empathy

Managing Setbacks

- Realistic Optimism
- Positive language
- Getting your thinking right
- Saying 'No' proactively and delivering bad news
- Dealing with difficult callers and situations

Strategy for Your Success

- Action Plan