

Customer Service

Any successful organisation needs their people to have a blend of interpersonal and customer service skills. Customers want to be listened to and *heard*, with queries and concerns addressed effectively. Ownership must be taken rather than a constant need to escalate to others, and complaints should be addressed with empathy, understanding and action. Brilliant customer service is not a mystery; it can be easy to provide. As customers we experience it so infrequently that when it happens, we remember it.

This one day course will provide people with the essential skills needed to provide exceptional customer service.

What will you learn?

- ⇒ Define what exceptional customer service looks like (and what it does not!).
- ⇒ Step into the customer shoes to see the world from their perspective.
- ⇒ Learn the WIIFM factor – what’s in it for me to provide great customer service.
- ⇒ Understand how to manage emotional frustration and triggers.
- ⇒ Improve overall communication skills whether working with customers face to face, online or over the telephone.
- ⇒ How to effectively diffuse and resolve customer frustration and complaints.

What will you cover?

- ⇒ What great and terrible customer service looks like
- ⇒ The benefits of providing exceptional service, for you, the customer and the organisation
- ⇒ The impact of physiology on the service we provide
- ⇒ Powerful questioning skills
- ⇒ Active listening
- ⇒ A simple structure for resolving customer complaints
- ⇒ Work-based scenario practice
- ⇒ Create a positive plan of action to embed the knowledge and skills learned

Who is it for?

This course is for anyone who wants to take their customer service from average to exceptional.

How long will it take?

One day