

Customer Service Skills – 1 Day Course

Who should attend?

- Customer support professionals
- Managers and supervisors of customer support personnel

Course Description

Customer Support Professionals learn the effects of poor customer service on both the organization and themselves. They identify their internal and external customers and focus on meeting their customer's needs. They learn specific techniques to improve communication and problem-solving skills. The course includes relevant examples, case studies, and exercises customized to reflect the challenges of working in a customer support environment.

Course Content

Introduction

Customer Service Defined
Benefits of Good Customer Service
Why Give Good Customer Service?
How Customers Measure Service

Defining Customer Service

What Is Your Job?
What Are Your Products Or Services?
Who Are Your Customers?
Identifying Customer Needs

Effective Communication Skills

Verbal and Non-verbal
Questioning Techniques
Active Listening
Winning Communication on the Phone

Behaviour Styles

Assertive, Passive, Aggressive Behaviours Defined
Behaviour Comparisons
Exercise: Assertiveness Inventory
How Your Behaviour Effects Others
The Give and Take of Assertiveness
Say "No" Appropriately
Give and Receive Feedback

Developing Assertive Behaviours

Give and Receive Feedback

Say “No” Appropriately

Express Anger/Annoyance Assertively

Dealing with Emotional Situations

Dealing Effectively with Conflict

Dealing With Difficult People/Situations

Learn From Your Customers

Supportive Alternatives When Handling Complaints/Criticism

Problem-Solving Skills

Let Customers Help Solve Problems

Action Plan