



Customer Service Training: Managing Customer Service

The need for leading, promoting and enhancing a customer-focused culture is essential within every organization. This workshop will provide you with an opportunity to explore your responsibilities within your role as a customer service agent. As you discuss the various skills and techniques, draw from your own personal and varied experiences to share elements of reward and challenge. Consider this workshop as a “re-energizing time” to build and expand from where you are now.

Workshop topics:

- Identify ways to establish the links between excellence in customer service and your business practices, and policies.
- Identify how to organize assets to best serve customer needs
- Develop the skills and practices that are essential elements of a customer service focus.
- Develop a culture that will motivate employees to perform and to be engaged in meeting customer needs.
- Recognize who the customers are and what they are looking for
- Develop strategies for creating customer satisfaction in whatever business units they work within.
- Recognize how to identify customer service errors and how to recover from them

Course Outline

- ▶ Who our customers are and what they expect
- ▶ Sustaining an individual level of engagement
- ▶ Communication skills
- ▶ Appropriate sharing
- ▶ Self-image & first impressions
- ▶ Effective leadership
- ▶ Situational leadership
- ▶ Developing your leadership style
- ▶ Managing employee engagement
- ▶ Your role as a coach
- ▶ Developing a Service Management System
- ▶ Problem people and situations

What's Included?

- Instruction by an expert facilitator
- Small interactive classes
- Specialized manual and course materials
- Personalized Certificate of Completion

TIME: 9am – 4pm. FEES: \$2,000.00 Onsite, Training Materials included.