



Customer Service Training - Critical Elements of Customer Service

Description: This course is for any employee who deals with the public or who serves those who do deal with the public. Customer service skills can increase your value to your company and advance your career at the same time. Topics discussed in this course include; what is customer service, who are your customers, meeting expectations, first impressions, presenting yourself properly, setting goals and targets, standards, communication, telephone techniques, managing the talkative caller, dealing with difficult callers, dealing with challenges, increasing your assertiveness, dealing with difficult people, dealing with conflict, the problem-solving process, seven steps to customer problem solving, the recovery process, eliminating customer service problems, service PRIDE is a team effort, doing your part, and dealing with stress.

Session One: Course Overview.

Session Two: What is Customer Service?

- Definitions
- The First Critical Element - A Customer Service Focus

Session Three: Who Are Your Customers?

Session Four: Meeting Expectations

Session Five: Pre-Assignment Review.

Session Six: Setting Goals

- Creating a Personal Vision Statement
- My Vision
- Identifying Dreams and Setting Goals
- My Dreams and Goals

Session Seven: The Second Critical Element

- Defined in Your Organization
- What are Our Standards?

Session Eight: The Third Critical Element

- Given Life by the Employees
- What Do You Think?

Session Nine: Communication Skills

- Empathy
- Defining Communication
- Asking Questions

Session Ten: Telephone Techniques

- Telephone Basics
- Handling Everyday Requests
- Tips and Tricks

Session Eleven: Dealing With Difficult Customers

- Small Group Work

Session Twelve: Dealing With Challenges Assertively

- An Assertiveness Model
- Small Group Work

Session Thirteen: Dealing With Difficult People

- Getting to the Heart of the Matter
- The Three F's
- Group Exercise

Session Fourteen: The Fourth Critical Element - Be a Problem Solver

- Reducing Conflict
- Problem Solving in Six Steps
- Role Play
- Presentation

Session Fifteen: Seven Steps to Customer Problem Solving

- The Process
- Role Play
- The Recovery Process



For more info: go to www.mylearningalliance.com

Session Sixteen: The Fifth Critical Element

- Measure It

- Tools to Use
- Measurement in Practice

Session Seventeen: The Sixth Critical Element

- Reinforce It

- Reinforcement Techniques
- Power Talk

Session Eighteen: Dealing With Stress

- Workshop Wrap-Up



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