



Managing Customer Service

Description: This course will teach participants how to identify ways to establish links between excellence in customer service and business practices and policies, develop the skills and practices that are essential elements of a customer service focused manager, recognize what employees are looking for to be truly engaged, recognize who their customers are and what they are looking for, develop strategies for creating engaged employees and satisfied customers.

Session One: Course Overview.

Session Two: Changes in Customer Service

- Identifying Change
- Identifying Your Customers

Session Three: Creating Excellence

- On the Road to Excellence
- Positive Responses

Session Four: Communication Skills

- Tell Me a Story
- Asking Questions

Session Five: Suspending Frame of Reference

Session Six: Stereotypes

Session Seven: Giving Undivided Attention to Others

Session Eight: Leadership

- The Characteristics of a Leader
- The Situational Leadership Model Scoring
- Additional Information about Leadership Profiles

Session Nine: Engaging Employees

- Managing Employee Engagement
- The Three Types of Employees

Session Ten: Follow the Leader

Session Eleven: Developing a Service Management System

- Workshop Wrap-Up