

CUSTOMER SERVICE SKILLS

Introduction

This programme focuses on communication skills and understanding different communication styles. Developing excellent customer service skills is of utmost importance to the overall image and success of your organisation. It can lead to repeat business and recommendations.

Who will benefit: Customer-facing staff and all front-line managers

Duration: One-day programme

No. of delegates: Up to 10 delegates

Optional value-add services

- Pre and post training evaluation through call recording, mystery shopping or surveys
- Pre-programme interviews with key personnel for tailoring purposes
- Phone coaching
- Training Needs Analysis prior to design and delivery to establish exact requirements for maximum programme value

"To remain the winner in today's market, we know we need our customer service to go from good to great and 3C are excellent partners to help us achieve that."

Karen Tucker, Customer Services Manager,
AssetCo

Programme content

- What is great customer service?
- Understanding different communication styles and how to deal with them
- Language – the words we should and shouldn't use
- Working with your customer service standards
- Building rapport – face to face and on the phone
- The importance of regular customer contact
- Listening and questioning skills
- Handling awkward situations
- Role-play scenarios (tailored)

Benefits

Delegates will be able to:

- understand their own communication style
- adapt to their customers' communication styles
- understand and effectively communicate the company customer service skills standards
- use more positive language even in difficult situations
- deliver **great customer service** that adds value to the company and the customer



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