

INTERNAL CUSTOMER SERVICE SKILLS

Introduction

When providing a service to another department within your organisation, it is not always clear or easy to remember that they are your customer. This programme encourages delegates to treat colleagues as customers, and gives them the skills and tools to deliver a great customer experience.

Who will benefit: All staff

Duration: One-day workshop

No. of delegates: Up to 10 delegates

"Learning to recognise different communication styles was fascinating and will be invaluable to the team."

Manager, Careers Wales Cardiff and Vale

Optional value-add services

- Pre and post training evaluation through call recording and/or in-house survey
- 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

Programme content

- Who is our internal customer?
- What does our internal customer need/want?
- Definition of internal customer service
- Barriers to providing good customer service internally
- Good vs. bad experiences in customer service
- Communication dynamics
- Effective communications with your internal customer
- Managing expectations
- Overcoming barriers
- Action planning

Benefits

Delegates will be able to:

- understand how and when to treat colleagues as customers
- manage a range of internal customer service challenges
- agree on an action plan of S.M.A.R.T objectives ensuring an excellent level of customer care and continuous improvement



DELIVERY

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