

Stepping up with - Exemplary Customer Service (1 Day)

So, you need to improve how your people deal with customers – either external or external or both? Maybe, you’re looking to recover the competitive advantage, enhance customer relationships, and ensure personal and organizational success! This workshop focuses on how you gain win/win outcomes and reinforces the learning with a variety of customer interaction scenarios.

You’ll take away skills and knowledge that helps you to leverage behaviors and emotional competencies play to establish a climate that fosters personal and organizational success.

Expected Outcomes

Upon successful completion of this program, participants should be able to:

- Make the Customer their Number 1 priority!
- Capture Customer Cooperation
- Raise the Probability of Positive Customer Responses
- Understand your Behavior Style and that of Others
- Respond Effectively to Specific Customer Behaviors
- Build Ongoing Trust with Repeat Customers
- Manage a Variety of Customer Satisfaction Scenarios
- Enhance Skills in Negotiating-Improve Customer Problem Solving Techniques.

Content

- The do’s and don’ts of Customer Interface
- The Key Characteristics of Effective Customer Service People
- How to Identify Internal Customer Needs
- How to use Effective Persuasion and Language Patterns with Customers
- Delivering Bad News
- How to Close the Loop for Ongoing Customer Satisfaction
- Techniques for Adjusting to Different Behavior Styles
- Abilities for Handling Different Customer Preferences and Practices
- To manage Gaps in Understanding with Customers
- Defusing Angry Customers
- The Importance of “Emotional Competency”