



COMMUNICATION AND CUSTOMER SERVICE SKILLS WORKSHOP

Course Overview

The “Communication and Customer Service Skills” Workshop is designed to upskill individuals in order that they can provide exceptional customer service. Through a variety of practical, experiential exercises and self-assessments, participants will benefit from the dual focus by developing effective communication skills along with learning best-practice techniques for delivering outstanding customer service. The workshop culminates in the development of individual action plans to apply immediately in order to re-inforce new skills and understandings gained.

Course Topics

- ◆ The Right Attitude
- ◆ Effective Communication
 - 5 Reasons for Communicating
- ◆ Planning for Communication
 - Levels of Communication
 - Appearance and Perception
- ◆ Positive Relating vs Negative Relating
- ◆ What Constitutes Great Customer Service?
 - 10 Practices of Best Customer Service Providers
- ◆ What Customer Service Means to You
- ◆ Developing a Customer Service Mission Statement
- ◆ Dealing Effectively with Customers
 - Assessing Your Customer Service Skills
 - Essential Skills for Customer Service Roles
 - Common Customer Service Mistakes
 - Top 10 Behaviours to Cultivate
- ◆ Listening Skills
- ◆ Developing Empathy and Establishing Rapport
- ◆ Valuing the Customer
- ◆ Handling Difficult Customers
- ◆ 3 Step Method for when you have to say No
- ◆ Creating the Sounds of Quality
 - Delivering Great Customer Service on the Telephone
- ◆ Creating an Action Plan for Providing Exceptional Customer Service

- ◆ Optional : The Internal Customer