

Courses Described

Winning With Customer Care

Introduction:

Working with customers is a challenging and rewarding job. Whether your customers are internal or external, your ability to handle them effectively is a key to success, for both your organisation and you. Good customer service skills are central to career progression. Good customer service skills improve relationships. Good customer service skills help to achieve objectives. And, most important of all, good customer service skills will actually make your job easier and more enjoyable. **This course is about you and your customer service skills.**

Course Objectives:

This course will:

- show the importance of your attitude
- help you identify and satisfy your customers needs
- help you deal with difficult people
- identify techniques to help you manage stress/burnout
- build your teamwork skills

Course Content:

- Attitude
 - Positive
 - Negative
 - Customer Relations Potential
- Winners or Losers
- Benefits for you
- Reading your customer
- What disappoints them
- 7 sins of service
- Difficult people
- Difficult customers
- Handling complaints
- Burnout / Stress
- Cooperation / Teamwork

For Whom:

Those who work with (either internal or external) Customers.

Course Approach:

There will be a combination of theory input with case study, guided discussion, practical exercises, role-play, evaluation and structured feedback.

Duration:

2 Days