

# customer service and communication skills

## who should attend

Customer service advisers, client liaison staff, helpdesk representatives, and people who provide a service to customers either face-to-face or over the telephone.

## topics we will cover

- The varying degrees of service that can be provided, and their impact upon the customer (e.g. poor, basic, competent, and value added)
- Managing customer expectations, delivering an evolving service
- How to greet the customer in a warm and professional manner
- Understanding your impact over the telephone
- How your vocal tones and language can create a positive, negative or neutral impression
- Increasing active listening skills to pick up on customers' needs, fill in gaps and read between the lines, when necessary
- How to take control and guide the conversation to a positive outcome
- How to build rapport and empathy with a variety of external and internal customers who may have different life experience, life styles and communication preferences to that of the enquiry-handling staff
- How to deal with complaints and difficult situations including customers who are upset or angry
- How to ensure the service has been delivered satisfactorily
- How to deal with your own negative emotions, such as apathy, upset, fear, irritation, anger and disinterest when working under pressure.

## course style

Highly interactive. 70% practical 30% theory. Telephone training equipment will be provided so participants can hear their progress over the two days.

## duration

Two days (on-site coaching days can be arranged on an individual basis).

## investment

£495.00 + VAT (includes registration, refreshments, course materials and light buffet lunch).