

Customer Service

Critical Elements of Customer Service

Description: Have you ever encountered an unpleasant customer and not known what to do? Do you worry that you're not assertive enough with demanding people? Do you struggle to solve problems? Do you know who your customers are? Do you have individual and organisational goals to strive for?

This two day workshop will help you in all of these areas, and more!

- Benefits:**
- ✧ Recognize that service delivery is an individual response value.
 - ✧ Understand how your own behaviour impacts the behaviour of others.
 - ✧ Develop more confidence and skill as a problem-solver.
 - ✧ Communicate more assertively and effectively.
 - ✧ Learn some ways to make customer service a team approach.

Duration: Two Days

Objectives: This two-day workshop will help participants how to:

- ✧ Recognize that service delivery is an individual response value
- ✧ Understand how an individual's behavior impacts the behavior of others
- ✧ Develop more confidence and skill as a problem-solver
- ✧ Communicate more assertively and effectively
- ✧ Make customer service a team approach



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- Content:**
- What is Customer Service?
 - Who Are Your Customers?
 - Meeting Expectations
 - Presenting Yourself Properly
 - Setting Goals and Targets
 - Standards
 - Communication
 - Telephone Techniques
 - Managing the Talkative Caller
 - Dealing with Difficult Callers
 - Dealing with Challenges
 - Increasing Your Assertiveness
 - Dealing with Difficult People
 - Dealing with Conflict
 - The Problem Solving Process
 - Seven Steps to Customer Problem Solving
 - The Recovery Process
 - Eliminating Customer Service Problems
 - Service PRIDE is a Team Effort
 - Doing Your Part
 - Dealing with Stress



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