

Managing Customer Service

Description: The need for leading, promoting, and enhancing a customer-focused culture is essential within every organisation.

This one-day workshop will provide you with an opportunity to explore your responsibilities within your role as a customer service agent. As you discuss the various skills and techniques, you will draw from your own personal and varied experiences to share elements of reward and challenge.

Consider this workshop as a re-energising time to build and expand from where you are now.

- Benefits:**
- ✧ Identify ways to establish links between excellence in customer service and your business practices and policies.
 - ✧ Develop the skills and practices that are essential elements of a customer service focused manager.
 - ✧ Recognize what employees are looking for to be truly engaged.
 - ✧ Recognize who the customers are and what they are looking for.
 - ✧ Develop strategies for creating engaged employees and satisfied customers in whatever business units you manage.

Duration: One Day

Objectives: Specific learning objectives include:

- ✧ Identify ways to establish links between excellence in customer service and business practices and policies
- ✧ Develop the skills and practices that are essential elements of a customer service focused manager
- ✧ Recognize what employees are looking for to be truly engaged
- ✧ Recognize who their customers are and what they are looking for
- ✧ Develop strategies for creating engaged employees and satisfied customers



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- Content:**
- Introduction and Course Overview**
 - Changes in Customer Service**
 - Creating Excellence**
 - Communication Skills**
 - Suspending Frame of Reference**
 - Stereotypes**
 - Giving Undivided Attention to Others**
 - Leadership**
 - Engaging Employees**
 - Follow the Leader**
 - Developing a Service Management System**
 - Workshop Wrap-Up**

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