

Customer Service at its Best

Length: 1 Day

COURSE CONTENT

1: MANAGING THE CUSTOMER'S INITIAL CONTACT

- Address a Customer's Emotional State
- Address Your Own Emotional State

2: CUSTOMER SERVICE IS A TOP DOWN INSIDE OUT PROCESS

- Be a "People Person"
- Relate to the Customer

3: THE POWER TO CHOOSE YOUR RESPONSE

- Assess Customer Issues
- Listen for possibility
- Level of engagement for total comprehension
- Develop Solutions
- Negotiate to Reach a Solution

4: MEETING CUSTOMER EXPECTATIONS

- Steps to delivering world-class customer service
- Customer's service perceptions affect their emotions
- Personalities also affect customer reactions

5: ASSERTIVE CUSTOMER SERVICE & COMMUNICATION TECHNIQUES

- Customer personality strengths & weaknesses
- Service personality strengths & weaknesses
- Styles of interpersonal communication: Aggressive, Passive, and Assertive
- Assertive communication methods to end arguments

6: HANDLING THE ANGRY AND DIFFICULT CUSTOMERS

- Defusing Emotional Manipulators
- Handling loud & abrasive customers

7: DEFUSING EMOTIONAL SITUATIONS

- Process to defuse emotions
- The keys to exceeding customer expectations
- Fixing things when they go wrong
- Keep service breakdowns from becoming emotional

8: IMPROVED INTERPERSONAL SKILLS

- Improve your listening skills
- Handling angry customers on the telephone
- Helping the customer when they are in the wrong
- Stay calm and in control of your emotions