

Customer Service at its “Best” *Is When I Am at My Best*

Length: ½ Day

COURSE CONTENT

This program will be 30% presentation, 50% skill practice, 20% interaction with the facilitator.

LEARNING OBJECTIVES: THIS COURSE WILL HELP TEACH PARTICIPANTS:

- Customer service challenges that you are facing
- Obstacles to addressing/overcoming those challenges
- Customer service is a top down – inside out process
 - You tend to follow the culture of the organization
 - Your own inhibitions tend to block your total effectiveness
 - Owning more of yourself
- The power to choose your response
 - Listen for possibility
 - Level of engagement for total comprehension
- Rate the team: you demonstrating your ability to do customer service at its “Best”
- Action plan to improve the team – specific action steps
- Honorable closing

THE PURPOSE OF THIS PROGRAM WILL BE TO RAISE THE POSSIBILITY OF THIS TEAM DOING CUSTOMER SERVICE AT ITS “BEST” BY:

- Exploring best practices
- Evaluating current use of the best practices
- Build a workable plan to further develop best practices with the team