

Customer Service - Train the Trainer

Length: 2 Days

COURSE CONTENT

- **SUCCESS PRINCIPLES**
- **FUNDAMENTALS OF CUSTOMER SUPPORT**
- **ADVANCED COMMUNICATION SKILLS**
- **COMMUNICATION STYLES**
- **BEHAVIORAL PROFILING**
 - Shortcut to understanding how people communicate
- **DEALING WITH DIFFICULT CUSTOMERS & CONFLICT RESOLUTION**
- **ETIQUETTE**
 - Professional Phone & In-person Do's and Don'ts
- **TRUST BUILDING STRATEGIES**
- **DEALING WITH DIVERSE PERSONALITIES**
 - With Co-workers and Customers
- **INCREASE YOUR COMMUNICATION COMFORT LEVEL**
 - Build confidence and be able to talk comfortably with anyone, anywhere, anytime.
- **LISTENING**
- **PERCEPTION**
 - What role does perception play in Customer Support?
- **DEALING WITH DISTRACTIONS AND TIME WASTERS**