

COMMUNICATE EFFECTIVELY, LISTEN, LEARN & BUILD LOYAL CUSTOMER RELATIONSHIPS

DURATION: 2 DAYS

TIME SCHEDULE

Time: 9:00am to 5:00pm

Break: 10:15am to 10:30am and 3:15pm to 3:30pm

Lunch: 1:00pm to 2:00pm



INTRODUCTION

Success used to be measured by what we knew, or how smart we were. But today it's how we handle ourselves and our relationships. This fun-filled 3 day seminar is especially structured to look at your inner self, what you are capable of achieving both personally and professionally, what are the factors that hinder us from moving ahead and how we can overcome them. In addition, this unique training is designed for support professionals who want to develop and improve the vital skills needed to deliver excellent customer support. This workshop also provides delegates with tools and techniques to substantially enhance their performance and results. It uses individual exercises, games, role play, video presentation and group discussions to emphasize the various topics of learning

BENEFITS

Upon completion of this program, participants will be able to:

- That inappropriate values and belief systems can hinder our progress
- How a positive attitude and the right choice guides us forward
- Skills in handling challenging customer service situations
- How to communicate calmly and professionally under pressure
- How to listen effectively so you understand what you need to do
- How to choose the best response to a complaint
- How to structure your responses effectively

- Effective questioning skills that provide you information

KEY CONTENT

MODULE 1- FACTORS THAT HELPS YOU TO MOVE FORWARD

- IQ vs EQ
- Motivation
- Attitude and choice
- Change the way you think by re-wiring your brain, breaking habits and thinking more positively
- Access your EQ (self-assessment questionnaire)
- What are the characteristics of an excellent customer service personnel?

MODULE 2 - WEB CHAT

- What you must do at the start of the web chat
- Words and phrases that shows you're trying to assist
- Ending the web chat positively

MODULE 3 - CONNECT EMOTIONALLY

- Showing your commitment
- Adjusting your tone
- Matching your emotions with audience

MODULE 4 - EXCELLENCE IN COMMUNICATION

- How to use words to build rapport
- Using positive language
- Structuring the call – providing information without going off track
- Listening more carefully and responsively

MODULE 5 - ASKING QUESTIONS MORE OPEN-ENDEDLY AND MORE CREATIVELY

- Asking questions more “open-endedly.”
- Using questions to reach out.
- Asking pertinent questions and gathering the facts
- Ensuring the Customer Feels Listened To
- Activity - Asking Questions

MODULE 6 - SHARING DIFFICULT CUSTOMER SITUATIONS

- Understanding your customers complaints – Case study
- Probing and exploring the customer needs
- Managing Different Caller Behaviors
- Solid Understanding of Meeting Customers' Needs and Simply offering or forcing a solution
- Logically solve customers and client needs
- Case study & Role Play
- Personal Coaching and Assessment

AUDIENCE

Professionals with responsibility for delivering excellent customer service or anyone who wants to improve the service they offer to their customers.

METHODOLOGY

This stimulating program will maximize understanding and learning through lectures, discussions case studies and practical activities.