

## **Customer Service-1 day**

**Listening, Responding, and Resolving**

### **Prerequisites**

**None – Minimum of 4 delegates must be booked on this course to progress.**

### **Customers service basics**

- Sharing customer expectations
- Defining your customers
- Identifying why customers call
- Identifying top customer service pitfalls
- The service culture
- Supporting a customer service culture
- Customer service as a process

### **Customer service skills**

- Organization skills
- Identifying your products and services
- Prioritizing activities
- Identifying procrastination techniques
- Grouping tasks into batches
- Communication factors
- persuasive words and voice techniques
- Discussing body language
- Personal motivation
- motivating and unmotivating factors
- Identifying the benefits of motivation
- Identifying your career goals
- Developing your motivation
- Identifying causes of stress
- Discussing stress-reduction techniques

### **Greeting customers**

- Greeting overview
- Discussing moments of truth
- Discussing ways to greet customers
- Phone and e-mail messages
- Developing voice-mail messages
- Developing e-mail messages
- Rapport
- Brainstorming ideas for building rapport
- Focusing on the customer

### **Listening and questioning**

- Listening
- Discussing the cost of poor listening
- Improving your listening skills
- Questioning
- Identifying question types
- Discussing the examination process
- Developing questions

### **Responding**

- Responding to customers
- Discussing challenging customer service situations
- Creating bridging statements
- Resetting expectations
- Discussing misconceptions
- Using words that work
- Using words that don't work
- Rewording undesirable phrases
- Working toward solutions
- Discussing Responsive CARE
- Working on negotiating strategies
- Practicing negotiation

### **Resolving issues**

- Customer appreciation
- Discussing ways to acknowledge your customers
- Cross-selling and up-selling
- Follow-up techniques
- Discussing ways to show customer appreciation
- Discussing ways to go the extra mile

### **Using what you've learned**

- The implementation phase
- Recording ideas from satori moments
- Committing to improvement
- Resources and tools