

OUR OFFERING

Customer Service Skills



Introduction

With 62% of customers happy to recommend your business to a friend if they receive good service, providing good service has become a key aspect for all businesses. Equally as important are internal customers. Our workshop will enable you to deliver this both inside and outside your organisation to drive growth.

Our approach to learning

We are passionate about what we do and our approach which we call **REALITY Learning**



Relevant – Ensuring the learning is relevant both in context and application



Exciting – Capturing the excitement of the participant so they want to know more



Achievable – Ensuring participants feel confident that they can achieve



Lived – Focus is on a lived experience and telling stories to bring learning to life



Interesting – Incites the participants to want to know more



Transforming – Inspires individuals to make changes



Yields Value – Focus on measurable impacts to the business

The Importance of Delivering Exceptional Customer Service

- Facts and Figures to Consider i.e., Deloitte
- What does Exceptional Customer Service look and feel like?
- Customer Service Basics
- Delivering the Brand promise – how do we do this?
- How People Feel – Hands, Hearts, and Minds

Telephone Etiquette

- The Do's and Don'ts of Telephone Etiquette
- The Five Pillars of Customer Service – Attitude, Interest, Action, Verbal Language, Body Language
- Using an Effective Tone of Voice – Empathy, Energy, Enthusiasm and Friendly
- Creating a list of positive and negative words and phrases

Barriers and Obstacles

- What currently stops you from offering exceptional customer service?

Dealing with Difficult Customers

- Dealing with difficult customers, including Demanding and Aggressive Bullies, Serial Complainers, Confused or Indecisives, Impatients, Know it Alls, Angry Customers

Your customers

- What issues do you deal with daily?
- Skills practise to identify useful strategies to overcome this

This workshop can be delivered as a one-day face-to-face session or as 2 x 90-minute virtual sessions.

Please contact Helen@strategisolutions.co.uk to discuss further.

