



9023



In-Class



12 hours

Simulation Description:

Silega Care™ simulates two months of business operations. Participants take part in an engaging, high-impact business simulation designed to help them discover and implement key factors for creating an outstanding customer experience. They must deal with common pressures and obstacles, resolve conflicts, create trust, and achieve measurable results. Together, they discover the relationship between different service elements and how to implement them in a real-world environment.

Target Audience:

Frontline customer service staff, customer service managers and directors, sales force and sales managers, areas that have interactions with customers or service such areas.

Simulation Objectives:

By the end of the course, participants will be able to:

- How to evaluate the cost of poor service and the rewards of outstanding service
- The key elements of outstanding customer service
- How to better listen and understand the customer's real concerns
- How to truly appreciate customers and their importance to business success
- How to handle problematic situations with customers and regain trust
- The key components of effective communication and how to avoid misunderstanding
- How to measure and grow the level of relationships with customers
- Practical ways to improve both internal and external service
- How to improve productivity and save costs when dealing with customers?
- Ways to positively surprise customers and exceed expectations

Simulation Outline:

- Transform service culture and boost results
- Develop a better understanding of explicit and implicit customer needs
- Improve internal communication
- Help people see their individual role in servicing customers
- Create alignment across the organization toward better service
- Establish a common vision for service excellence
- Implement a unified approach to creating memorable service experiences
- Increase customer satisfaction and loyalty by handling requests more efficiently
- Create a proactive and positive attitude when servicing customers
- Build trust and loyalty in suspicious times

Assessment Strategy:

Participants will be informally assessed based on their interaction during sessions and their participation in group exercises.

Upon Successful Completion of this Course, participants will obtain:

N/A

About Silega

Silega is a dynamic international company that specializes in innovative solutions for enhancing business operations and performance. Focused on leveraging advanced technology, Silega offers a range of services designed to optimize processes, improve efficiency, and drive growth. With a commitment to excellence and customer satisfaction, they aim to empower organizations to navigate the complexities of the modern business landscape. By integrating cutting-edge tools and strategies, Silega positions itself as a trusted partner for businesses looking to thrive in a competitive environment.