



258-P25-CE



In-Class



8 hours

### Course Description:

This course is focused on the best learning experiences occur when you learn specific concepts, then practice them during the training, and walk out with a solid technique you can apply the next day on the job.

### Target Audience:

This course is designed for customer service staff and professionals at all levels

### Course Objectives:

- Explain the realities of customer service today
- Explain how to sharpen your listening skills and memory
- List ten best practice customer service techniques

### Course Outline:

#### Module 1: Realities of customer service today

- The realities of customer service today
- ROI of customer success
- Dealing with the different customer generations (Gen X, Gen Y, Baby Boomers, traditional)
- Customer lifestyle questioning

#### Module 2: Sharpen your listening skills and memory

- Stages of consciousness
- Active listening skill practice
- Memory tips and tricks
- Acknowledge the words and the emotions

#### Module 3: Ten Customer Service Best Practice Techniques

- The service recovery catch
- When dealing with angry customers and customers showing strong emotions
- When you want customers to do something or follow your direction
- When the customer is arguing
- When the customer tells you they are having an issue
- When the customer expresses displeasure

- When turning negative experiences into positive ones
- When the customer has been given wrong information
- When we are in the wrong
- When a customer requests a discount
- When a customer threatens to defect in competition

### 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:

0.6 CEUs

### Course Language:

English.

### Prerequisites:

None.