



259-P25-VE



Virtual



7 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

Session One: Modern Customer Service

- 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
- Assignment

Module 2: Sharpen your listening skills and memory

Session One: Listening Skills

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

Module 3: Ten Customer Service Best Practice Techniques

Session One: Handling Customers

- 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 to the competition
- Assignment

Assessment Strategy:

- 40 % Assignments between sessions
- 60 % Participation
- 60 % cut-off score of total grades, which is "100"

Upon Successful Completion of this Course, participants will obtain:

0.6 CEUs

Course Language:

English

Prerequisites:

None.