



Community Customer Service Training

Welcome to the Community Customer Service Training!

Customers always require assistance; that's why they are customers. Being able to serve them in a government customer service setting is crucial as you represent the government and have interaction with them. Often you will encounter complaints from individuals. Have to provide explanations to those seeking assistance. It is essential for you to remain calm and composed while handling their actions appropriately. This one day training course aims to equip your employees with the skills to effectively handle customer service with a community based focus.

Course Overview

To begin the session we will spend some time introducing participants and discussing what will be covered during the workshop. Additionally students will have an opportunity to identify their learning objectives.

This workshop aims to equip participants, with the skills to;

- Understand and define the concept of quality customer service.
- Recognize their role in providing customer service.
- Gain knowledge about the fundamentals of customer service.
- Develop techniques for building rapport with customers.
- Identify approaches based on customers words and needs.
- Understand the aspects of body language in communication.
- Classify vocal characteristics exhibited by customers.
- Comprehend types of communication channels.
- Gain insights into why conflicts may arise during customer interactions.
- Learn the mechanics of greeting customers.

Introduction to Customer Service

During this segment participants will have the opportunity to identify who their customers are and understand their expectations.

Customer Service Basics

In this section participants will acquire a foundation in customer service principles. They will also learn how to listen to customers

Customer Communication Overview

This session focuses on exploring techniques for face to face communication with customers.

Understanding Customers Through Their Words

Participants will gain knowledge on how to evaluate customer scenarios and determine the best approaches.

Interpreting Customers Body Language

During this session participants will become familiar, with aspects of body language that can be observed matched or mirrored when interacting with customers.

The Importance of Understanding Customers Vocal Characteristics

In this section participants will gain knowledge, about the four components of characteristics and develop the skills to evaluate customer scenarios in order to determine the most effective approaches.

Creating a Personal Connection through Polite and Informative Communication

During this session participants will learn techniques for making customers feel valued by demonstrating that they are important enough for us to know their names. Building a sense of value is crucial as it encourages customers to return.

Accessing Resources Efficiently

This session focuses on familiarizing yourself with the resources in your workspace. Participants will also learn how to utilize these resources when facing challenges that require assistance beyond their immediate capabilities.

Establishing Rapport with Customers

In this session we delve into the art of building rapport by employing mirroring and matching techniques. Participants will acquire strategies to establish connections and foster positive interactions with customers.

Handling Difficult Customers

Participants will gain insights into how pacing can be employed as an approach to guide customers towards a more resourceful state. This session equips individuals with skills for managing customer interactions.

Understanding Customer Service Mechanics

The mechanics of greeting customers are explored in detail during this module. Participants will understand aspects such, as body language, tone of voice and other elements that contribute to customer service experiences.

Conclusion

At the end of the course students will have an opportunity to ask questions reflect on their learning experience and create an action plan moving forward.

Visit <https://paramounttraining.com.au> for more information or call 1300 810 725