



Creating Lasting Customer Experiences Training

Great customer service is really worth the effort especially today since there are a thousand of competitors who are willing to provide what the customers want and need. In addition to that, people have an easy access to an endless amount of information online about your company and your competitors. Feedback and reviews also create an impact to your potential customers. So, if you want to create a good impression, make sure that your customers will leave with the best experience ever. Learn the techniques on how to exceed your customers' expectations by booking a Creating Lasting Customer Experiences session. This session will teach your team to create lasting impressions for repeat and referral businesses. If your team is aware of how to build underlying service effectively, your customers will be impressed and will come back.

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

At the end of this one-day workshop, participants will be able to:

- Learn the tricks on how to be remembered by your customers in a good way.
- Understand how mind works and learn to remember names.
- Learn how to help customers feel instantly comfortable.
- Learn how to read body language.
- Learn how to ask right questions.
- How to have quicker connections with the customers to avoid conflict.
- Learn the closing techniques to create lasting impression.
- Learn how to stay connected with your customers.
- How to create positive experiences with the customers.

How to become impressive

In this session, participants will learn the tricks on how to be remembered by their customers in a good way to create a positive impression to clients.

How to remember names and help the client to do also

This session discusses the overview of how the mind works to help the participants learn to remember names.

Mirroring techniques: Help clients feel instantly comfortable

During this session, trainer will show how to build better relationships with customers by teaching the participants to adjust their body language and tone appropriately in order to deal with different types of people.

Body Language signals: How to read

During this session participants learn about the signals they are getting from the customers and teach them how to read body language. Communication skills of the participants will be improved in this session.

To use questioning techniques

Gathering information can be achieved by asking the right questions. In this session, participants will learn the psychological principles behind questioning techniques in order to become smart and effective communicators.

Identify the customers' needs earlier

During this session, participants will learn some tricks to identify the needs of customers early to have quicker connection to clients and to avoid conflict that may arise.

Closing techniques to create the lasting impression

This session will demonstrate how effective closing of conversations can be done to create a great impression to clients. This will leave your customers wanting to come back again and buy what you're selling.

Staying in contact

Competitors are just a click away in this digital age. Participants in this session will learn how to stay connected with your customers and potential customers without making them feel pushed. This session will provide techniques in varying your contact and messages.

Creating experience via NLP (Neuro Linguistic Programming)

NLP – The language of the mind. We show how to create positive experiences with your clients/customers without actually having them in this session. Great for setting expectations and helping the client learn more about your business.

Workshop Wrap-Up

At the end of the course, students will have an opportunity to ask questions and fill out an action plan.

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