



Customer Service Training: Critical Elements of Customer Service

While many companies make promises, about delivering a customer experience some excel in this area more than others. This comprehensive two-day course focuses on six elements of customer service that when fully embraced by a company ensure customers keep coming for exceptional service that outperforms the competition.

Course Overview

At the beginning of the workshop participants will have the opportunity to introduce themselves and gain an understanding of what will be covered during the training. They will also identify their personal learning goals for the course.

Specific learning objectives include;

- Understanding the essence of a customer service approach
- Recognizing how one's own behavior influences others
- Demonstrating confidence and proficiency in problem solving
- Applying techniques to handle customers
- Mastering the art of providing exceptional customer service

Understanding Customer Service

During this session we will define what exactly constitutes customer service. We will explore who our customers are and how to meet their needs and expectations.

Reviewing Pre-Assignment

In this segment participants will have an opportunity to go through their responses to a pre assignment that involved answering questions related to assumptions, about customer service.

Setting Goals

In this session we will explore the importance of setting both term and short-term goals well as creating a personal vision for yourself.

The Key Aspects of Customer Service

This session introduces the elements that constitute customer service. Participants will also gain insights, into the element; having a customer service focus.

The Second Essential Element – Procedures

During this session we will reflect on the expectations your organization has for you. How to ensure that these standards align with what customers anticipate.

The Third Essential Element – Alignment

Participants will delve into why it's crucial for customer service to be a philosophy embraced by all employees.

The Fourth Essential Element – Problem solving

We will discuss a seven-step plan for resolving customer service issues. Furthermore, participants will have an opportunity to practice applying this plan through role play exercises.

The Fifth Essential Element – Measurement

Regular measurement is key to understanding what is going well and where improvements are needed in customer service. This session will provide participants with some ideas on how to measure customer service effectiveness.

The Sixth Essential Element – Reinforcement

Participants will discover strategies for maintaining a focus, on exceptional customer service. Additionally we'll share some phrases that can help cultivate an image.

Effective Communication Skills

In this session participants will be introduced to communication skills that include empathy, body language interpretation, effective questioning techniques and active listening.

Telephone Etiquette

This lecture will focus on a model telephone conversation covering everything, from greetings to concluding the call. We will also address scenarios like putting a caller on hold and taking messages.

Handling Challenging Customers

During this session participants will engage in group exercises that involve matching types of difficult callers with appropriate responses.

Assertive Problem Solving

We encounter challenges daily. In groups participants will develop strategies to effectively address these issues.

Managing Difficult Personalities

This session offers an opportunity for participants to gain insights into dealing with behavior. They will learn coping strategies. Have discussions about the challenging personalities they encounter.

Reflective Practice

Participants will explore how reflecting on their experiences can help improve their work performance.

Stress Management Techniques

This session provides simple ways to reduce stress regardless of location or time constraints.

Wrapping up the Workshop

At the end of the day students can ask questions. Create an action plan, for implementing what they have learned.

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