



Customer Service for Relationship Building Training

Customer service plays a role, in enhancing the customer experience by being the go-to support for clients whenever they have questions, issues or feedback about your company. The significance of delivering customer service cannot be overstated. It not cultivates customer loyalty. Also attracts new customers through positive word of mouth recommendations. Unfortunately, many customer service professionals find this daunting due to interactions with customers or deciphering complex emails. One negative experience can significantly impact morale and productivity. Fortunately, Paramount provides a training program that equips professionals with the skills to excel in customer service. Our program covers techniques including questioning, stress management, communication skills and strategies for de-escalation. By completing this training program professionals will possess the tools they need to retain existing customers and attract ones thus contributing to the success of your company.

Course Overview;

At the beginning of the workshop, we introduce participants and provide an overview of the agenda. Additionally, participants will have an opportunity to identify their learning objectives.

By the end of this one-day workshop participants will become proficient in;

- Leveraging their network of contacts, for support
- Building relationships that foster business growth
- Expanding Networks through Communication Techniques;
- The workshop focuses on developing relationships by integrating key elements necessary for cultivating essential interpersonal skills leading to success.

Customer Centric Approach;

Starting with a focus on the customer participants will gain insights into a sales technique that prioritizes meeting the customer's needs.

Understanding Relationship Formation Factors;

Exploring the seven factors that influence how relationships are formed and empowering participants to contribute to these dynamics.

Self-Awareness and Effective Communication;

Examining the Johari Window framework developed by Joe Luft and Harry Ingraham to assess self-awareness and seek feedback from others. Understanding how disclosing information plays a role in building relationships.

Enhancing Relationship Building Skills;

Drawing inspiration from Dale Carnegies book participants will explore tips and principles for enhancing their ability to build connections and influence people.

Mastering Communication Skills for Building Relationships;

Emphasizing communication through the art of asking questions and active listening.

The Power of Non-Verbal Communication;

Highlighting the fact that 7% of our communication is conveyed through words. Equipping participants with techniques to ensure their body language aligns with their intended messages.

Mastering the Art of Mingling;

Being successful in networking often relies on the skill of mingling. This session will provide tips, on how to remember names and create a lasting impression.

The Significance of a Firm Handshake;

Creating connections, in the process of building relationships heavily relies on the act of shaking hands. In this discussion we will explore the five aspects that contribute to a handshake, accompanied by a practical demonstration.

Mastering Casual Conversations;

Having proficiency in engaging in conversations is vital in the world of business. We will cover the practices and common mistakes to avoid when participating in discussions equipping participants with valuable insights to navigate this challenging aspect effectively.

Efficient Networking;

Once you have successfully established a network of business connections it becomes crucial to organize and manage these contacts. Our program will focus on strategies, for networking and maintaining professional relationships.

Concluding the Workshop;

Towards the conclusion of this course participants will have an opportunity to seek clarification ask questions and develop an action plan to apply their acquired skills effectively.

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