



## Frontline Service Training

Effective customer service training is crucial, for companies as it directly impacts customer interaction and satisfaction. To address this our team of experts has created a training program that covers all aspects of customer service and equips employees with the skills to excel in their roles.

The training course begins with lectures that address fears experienced by customer service representatives. Participants will learn how to interpret customers emotions through both nonverbal cues. Additionally, they will gain insights on communicating information and defusing potentially challenging situations between representatives and customers. The overarching objective is to empower employees transforming them into assets who possess communication skills capable of positively influencing any conversation.

**Course Overview;**

The first part of the day participants will engage in lectures that tackle the concerns typically faced by customer service representatives. They will acquire the ability to interpret customers emotions understand tone and body language effectively convey information and skillfully navigate interactions, with customers. The ultimate goal is to equip employees with the expertise needed to handle any conversation confidently.

**In this workshop our goal is to help participants understand and effectively teach the following topics;**

- Defining the concept of providing customer service.
- Understanding the model of customer service transactions.
- Differentiating between techniques, for face-to-face interactions and telephone interactions.
- Identifying kinesthetic words used in customer interactions.
- Recognizing body language cues that can be mirrored or matched.
- Comprehending the four components of characteristics in communication.
- Understanding aspects of communication.

**Introduction to Customer Service;**

During this session participants will gain knowledge about the significance of delivering high quality customer service. They will also learn about their role as professionals in providing customer service within an organization. Additionally, they will define who their customers are and understand their expectations.

**Customer Service Basics;**

In this session participants will acquire knowledge and skills related to improving communication through customer service.

**An Overview of Customer Communication;**

During this session participants will explore how customers utilize channels for communication. They will also gain insights into aspects of communication.

**Understanding Customers Words;**

Participants will develop the ability to assess customers situations and determine approaches for communication. Moreover, they will learn how to identify kinesthetic words used by customers during interactions.

**The Significance of Customer Body Language;**

In this session participants will explore aspects of body language that can be mirrored or matched to enhance understanding and connection, with customers. We will also explore the ways in which peoples head movements can indicate their communication methods well as recognizing postures that reveal their communication preferences.

**Understanding the Vocal Characteristics of Customers**

Participants will learn how to identify and classify the characteristics displayed by speakers. Additionally, we will discuss how to assess traits exhibited by speakers and evaluate customer scenarios to determine the effective communication approaches.

**Establishing a Connection, with Customers**

In this session participants will gain insight into building rapport through techniques like mirroring and matching. We will differentiate between these techniques. Define types of communication channels.

**Dealing with Challenging Customers**

Participants will develop skills in pacing customers to guide them towards a state. Additionally, we'll analyze customer scenarios to determine approaches for handling situations. Lastly, we'll delve into understanding the root causes of conflicts in customer interactions.

**Key Elements of Exceptional Customer Service**

This session focuses on understanding the mechanics involved in greeting customers. Participants will also learn strategies for transferring customers between departments or representatives. Moreover, we'll address ways of handling customer email inquiries and evaluate customer scenarios to determine appropriate approaches.

**Wrapping Up the Session**

To conclude the session participants are encouraged to ask questions and create an action plan, for implementing what they have learned.

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

