

# Customer Service Training Courses

## ✚ **Customer Service Fundamentals** (duration 4 hours - maximum class size 25\*)

This course focuses on the communication skills necessary to deliver excellence in customer service. The program is designed for individuals who have regular face to face contact with customers. This class features lecture and group discussion as well as hands on skill exercises. Course specifics include:

- ♦ Identifying the customer
- ♦ Customer expectations
- ♦ Defining good customer service
- ♦ Barriers to good customer service
- ♦ Customer service skills
- ♦ Communication fundamentals
- ♦ Stress relieving strategies



## ✚ **Dealing with the Challenging Customer** (duration 4 hours - maximum class size 20\*)

The challenge of customer service could be a double edge sword. Customers expect quality service with satisfaction while our employees often attempt to help customers who may not know exactly what they want or where to be. This is an environment for frustration. This program focuses on the tools needed to manage an encounter with the exceptionally challenging customer. The key topics include:

- ♦ Delivering superior customer service
- ♦ Identifying the challenging customer and their impact
- ♦ Understanding why customers are challenging
- ♦ Learning the dynamics of conflict as well as the 3 levels of conflict
- ♦ Gaining knowledge of listening types
- ♦ Balancing customer service to complying with organizational policies/rules
- ♦ Reaching resolution



## ✚ **Healing Customer Relationships** (duration 4 hours - maximum class size 20\*)

This is a foundational workshop for frontline leadership. The focus is on skills that help service providers serve customers who are angry or upset as the result of a service breakdown. Participants learn and apply the **HEAL** process for service recovery: **H**ear the customer, **E**ase the tension, **A**ct to improve the situation, and **L**eave a positive impression. Participants are exposed to behaviors that signal a potential communication breakdown and how to deal with this conflict before it escalates out of control.

\* Recommended capacities allow for maximizing the learning process