

Customer Service - Train the Trainer

Length: 2 Days

Summary: If you are a facilitator and you are tasked with creating a customer service program for your organization so your employees consistently deliver great service, then this course will benefit you.

Who Should Attend: This course is for employees who need experience providing instructor led training.

Learning Outcomes:

- Learn new techniques to keep participants engaged
- Understand skills for great customer service
- Deliver training that supports department and company goals
- Know the psychology behind the techniques
- Align training with your company values
- Have a turn-key program to facilitate immediately

COURSE CONTENT

SUCCESS PRINCIPLES

- Deliver training to support company goals / values
- Adult learning principles
- Classroom design & set up
- Preparation
- Facilitation processes and skills
- Styles of learning

FUNDAMENTALS OF CUSTOMER SUPPORT

- Customer service is a top down inside out process
- Be a “people person”
- Relate to the customer
- Manage the customers initial contact
- Meeting Customer Expectations
- Steps to delivering world-class customer service

ADVANCED COMMUNICATION SKILLS

- Communicate strategically
- Understand your audience and choose your channel
- Design your message
- Master critical conversation

COMMUNICATION STYLES

- The Power to choose your response
- Access customer issues
- Listen to possibility
- Level of engagement for total comprehension
- Develop solutions
- Negotiate to reach a solution

BEHAVIORAL PROFILING

- Shortcut to understanding how people communicate
- Address a customer’s emotional state
- Address your own emotional state

DEALING WITH DIFFICULT CUSTOMERS & CONFLICT RESOLUTION

- Handling the angry and difficult customers
- Defusing Emotional Manipulators
- Handling loud & abrasive customers
- Process to Defuse emotions
- The keys to exceeding customer expectations

ETIQUETTE

- Professional Phone & In-person Do's and Don'ts

TRUST BUILDING STRATEGIES

DEALING WITH DIVERSE PERSONALITIES

- With Co-workers and Customers

INCREASE YOUR COMMUNICATION COMFORT LEVEL

- Build confidence and be able to talk comfortably with anyone, anywhere, anytime.

LISTENING

- Improved interpersonal skills
- Improve listening skills
- Stay calm and in control

PERCEPTION

- What role does perception play in Customer Support?

DEALING WITH DISTRACTIONS AND TIME WASTERS

- Keep service breakdowns from becoming emotional
- Assertive communication methods to end arguments

ADVANCED FACILITATION

- Understanding your participants world
- Make the connection, gain the respect
- Essential building blocks
- Body movement and language
- Gestures- The good and bad
- Training "Strategy" vs. "Tactical" Training
- Your voice- How to use it
- Elicitation not just presentation
- Humor- when and how
- PowerPoint – use it, don't abuse it

PRACTICAL APPLICATION

- Demonstration of competence
- Stage presence demonstrated
- Articulation, volume and more

PUTTING IT ALL TOGETHER