

Customer Service at Its Best

Length: 1/2 Day

Summary: Whether your customer is across the country or across the hall, understanding and meeting their needs is the first and last step to success. External customers drive sales and growth. Internal customers are the key to efficiency and profitability. We can all contribute to the success of our organization by winning over customers with superior products and delivering outstanding customer service. This course will prepare you to do just that.

COURSE CONTENT

1: CUSTOMER SERVICE IS A TOP DOWN INSIDE OUT PROCESS

- Be a “People Person”
- Relate to the Customer

2: THE POWER TO CHOOSE YOUR RESPONSE

- Assess Customer Issues
- Listen for Possibility
- Negotiate to Reach a Solution

3: ASSERTIVE CUSTOMER SERVICE & COMMUNICATION TECHNIQUES

- Strengths & Weaknesses
- Styles of Interpersonal Communication

4: HANDLING THE ANGRY AND DIFFICULT CUSTOMERS

- Resolving Emotional Manipulators
- Handling Loud & Abrasive Customers

5: DEFUSING EMOTIONAL SITUATIONS

- Process to Defuse Emotions
- Fixing things when they go Wrong
- Keep Service Breakdowns from becoming Emotional
- Handling Angry Customers on the Telephone
- Stay Calm and in Control of your Emotions