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## Effective Customer Service



### **DURATION**

1 Day

### **COURSE OVERVIEW**

This tutor-led workshop looks at principles of best practice in Customer Service.

### **TARGET AUDIENCE**

This course is appropriate for anyone who has dealings with customers or clients.

### **LEARNING OBJECTIVES**

On completion of this course, delegates will be able to:

- Describe the importance of individual and supportive customer service.
- Describe how our attitude affects the way we behave and the service we provide
- Use a range of communication tools as part of the overall customer relationship management.
- Influence others and manage expectations.
- Manage challenging and difficult situations and customers.

### **PRE-REQUISITES**

This course is appropriate for anyone who feels they need to be more effective when dealing with customers and potentially difficult situations.

### **COURSE OUTLINE**

The following topics will be covered in this course:

Customer Service (small group discussion)

- Who is our customer?
- What do they need from us?
- Good customer service experiences.
- Bad customer service experiences.

Quality

- Definition.
- Implications for the team.
- Continuous improvement.

Force Field Analysis

- Helps and hindrances in getting us to where we want to be.

Behaviour

- Empowerment – yours and your customers.
- Rapport building.
- Listening and questioning skills.
- Assertiveness.
- Team working.

Action Planning – Next Steps