

Customer Service Skills - 1 day

Description:

Customer Service training isn't just for sales and customer support reps. Effectively handling both internal and external customers is an essential skill for all customer facing staff, at all levels. Having good technical skills is only half of what you need; the other half is having the skills to gain customer satisfaction, understanding, and cooperation.

In this course, you will learn methods for effective communications whether you are talking to customers to gather requirements, solve problems, or present solutions. In any field the first order of business is resolving customer enquires effectively. It is imperative to recognize the importance of customer service techniques to ensure continued business success.

Audience:

This course is for anyone who has contact with customers in any context be it face to face or a service desk.

Prerequisites: No prerequisites.

Objectives

- After completing this course, participants should be able to:
- Properly understand and fulfill customer expectations
- Establish rapport and trust with customers so they become your allies, not adversaries
- Translate technical jargon for non-technical customers
- Recognize cultural differences that may impact customer handling

Course Topics

Defining Customer Service

- Understanding the Customer Service Environment
- Who Is The Customer?
- Developing a Customer Service Strategy

Understanding the Role of a Customer Service Representative

- Defining the role of customers service agents.
- How Sharp Are Your Customer Service Skills?

Developing Customer Service Skills

- Attitude as the Key to Success
- Understanding Customer Logic Theory
- Good Customer Service Habits
- Ineffective Customer Service Habits

Creating Customer Service Solutions

- Understanding Customer Service Solutions
- Taking Ownership
- Listening and Taking Notes
- Expressing Empathy
- Utilizing Questioning Techniques
- Restating the Solution and Gaining Customer Agreement
- Follow-Up
- Knowing What Your Customer Really Wants

Learning Telephone Skills

- Understanding Telephone Etiquette
- Answering the Phone
- Greeting the Caller
- Managing the Call
- Ending the Call

Listening Skills

- Are You a Good Listener?
- Learning Effective Listening Skills
- Five Facts About Listening
- The Five Most Common Poor Listening Habits
- Ten Ways to Improve Listening

Working with Body Language

- Understanding Body Language Basics
- Building Rapport with Eye Contact
- Understanding Facial Expressions
- Using Hand Gestures
- Having Good Posture
- Understanding Social Space Issues
- Displaying a Neat Personal Appearance

Using Your Voice Effectively

- Aspects of a Good Voice
- Identification of Common Voice Problems
- Practice Techniques for Improving Voice Quality

Working with Difficult Customers

- Tackling Difficult Customers
- Take the High Road
- Helping with the Angry Customer
- Helping the High Maintenance Customer
- Helping Other Difficult Customers
- Managing a Difficult Call
- The Rewards of Good Service

Dealing with Stress

- Understanding Stress
- Evaluating Individual Stress Factors
- The Science of Stress
- Ways to Alleviate Stress
- Relieving Stress with Relaxation Techniques