



Advanced Customer Service Skills Workshop

Program Overview

This full day workshop builds on your customer service skills, whether you have completed our Customer Service Essentials workshop or not. Here we delve deeper into the areas that can make or break the customer relationship by learning the skills to improve your ability to control the communication. Focusing on the verbal communication (face to face and phone interactions) we examine why customers complain, what it takes to satisfy their needs and expectations, what gets in the way of effective interactions and how to overcome all these obstacles in a professional and efficient manner.

Who Will Benefit

People who have experience dealing with customers: counter staff, phone staff, supervisors, managers, team leaders, business owners, sales professionals, anyone in your organisation who wants to increase their effectiveness in dealing with customers.

Content

Building on your existing customer service skills set, we address how to take your skills to the next level. Utilising practical approaches that will improve your ability to interact with customers, this workshop adds more tools to your communications tool kit and gives you the ability to control the communication by learning what makes the customer tick, understanding what drives their behaviour, and how to give them what they want. To do this, it is vital to know what they do want – even if they don't! Once this is understood we then explore how to navigate and drive the interaction toward a positive resolution without the hard work and difficulty.

Learning Outcomes

- Learn what are the common complaints of customers and how to manage each one
- Uncover what are the barriers to listening, how to overcome them and how to connect better with your customers
- Develop the mindset to make the customer right – even when they aren't!
- Learn how to respond to non-verbal cues to better 'read' your customers
- Understand how to turn a disagreement into agreement and avoid conflict

We believe every business is different and a one-size fits all approach will rarely result in the best outcome. We customise this course to suit your unique training needs. The success of our training is in our familiarisation process where we ensure that the solutions we deliver directly relate to your business challenges.

Call us on 1300 305 789 or email hello@aliveandkicking.com.au for a confidential discussion to find out how we can help your people perform better