

Providing Outstanding Customer Service

COURSE DETAILS

Delivery Type: Virtual Instructor-Led
Duration: 2 Days

COURSE CONTENT

This course offers practical tools and techniques to win clients, create loyal advocates for your business, and deliver excellent customer service. This course may earn a Credly Badge.

COURSE OBJECTIVES

After completing this course, students will be able to:

- Define customer service in relation to both internal and external customers
 - Recognize how your attitude affects customer service
 - Identify your customers' needs
 - Generate repeat business with outstanding customer service
 - Build goodwill through in-person customer service
 - Provide outstanding customer service over the phone
 - Connect with customers through online tools
 - Deal effectively with difficult situations
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COURSE OUTLINE

- 1 - Customer Service – A Baseline
 - Recognizing Your Customers
 - Understanding Your Role in Customer Service
- 2 - Developing A Customer Service Mind-Set
 - Leveraging Your First Impression
 - Feeling Positively About Customers
 - Mastering Moods and Emotions
- 3 - Identifying Customer Needs
 - Understanding the Customer's Situation
 - Avoiding Assumption and Prejudgment
 - Meeting Basic Needs
 - Seeking to Exceeding Expectations
 - Building Repeat Relationships
- 4 - Connecting with the Customer
 - Achieving Authenticity through Body Language
 - Responding Effectively to Problems
 - Mastering Online Etiquette
 - Seeking Customer Feedback

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- 5 - Dealing with Difficult Situations
 - Effectively Addressing Complaints
 - De-escalating Anger
 - Establishing Common Ground
 - Remaining Calm, Respectful and Objective

 - 6 - Effectively Addressing Complaints
 - Creating a Memorable Customer Experience
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WHO SHOULD ATTEND

Operations managers, account representatives, customer service staff, help desk and technical support, and anyone working directly with customers.