

Customer Service Training

Overview

The course covers recognising good and bad client service behaviours, and creating effective approaches to dealing with different people. This is a client service module where the client can either be external or internal. The module is based on the experiences of the participants and provides practical ideas for their situations.

Target Audience & Size

Any – 12 Max

Duration

1 day or ½ day + ½ day

Outcomes

By the end of the workshop participants will have;

- ✓ Been reminded of the potential impact of client and colleague interaction at every level
- ✓ Gained ideas on the processes and skills involved, in how they could improve working with clients and colleagues
- ✓ Developed a personal action plan

Method of Delivery

Facilitation, small group work, role plays, coaching

Pre Workshop Task

Participants are required to discuss with their line manager the specific challenges they find in client relations

Post Workshop Task

Follow up email action points to participants

Evaluation

Participants could achieve a level 8 on the 1-10 MIRTEX scale = 'Actions implemented from the training have significantly improved performance'



Agenda

- Introduction and objectives
- Good & Bad service experiences
- Factors influencing client service
- Understanding others
- Making sense of difficult situations
- Handling difficult situations / people
- Developing assertion skills
- Dealing with clients & managing expectations
- Understanding the underlying customer perceptions
- Giving great service when you can't give them what they want!
- Practice sessions & business scenarios
- Summary of workshop
- Personal actions