

Academy of Training

Customer Service Skills

Overview

To provide an effective service in today's results orientated environment requires many skills. We must have not only a commitment to our work but also an ability to handle both ourselves and our customers effectively.

We must be able to relate to people with diverse backgrounds and differing abilities and understand their needs. We must also be able to meet the demands of even the most challenging customers in a professional manner while at the same time preserving priorities and supporting ourselves so we are able to cope with the demands our service role requires of us.

Objective

The objective of this one-day programme is to assist staff in developing the skills required to ensure that the service provided to clients is of the highest possible standard and that customer satisfaction with the service provided is increased.

Content

Content of the workshop is as follows:

Customer Service Overview

- What is customer service
- Customer satisfaction
- Essential qualities of customer service
- Factors which make customer service difficult

Managing Customers Successfully

- Social styles of behaviour
- Working with challenging customers
- Getting our message across effectively
- Handling criticism from customers constructively
- Keeping conflict to a minimum
- Using negotiation skills for quality outcomes
- Conveying "bad news" constructively
- Dealing with abusive, upset or stressed customers.

Creating a Customer Service Culture

- Customer service - a practice not a theory
- Developing a customer service matrix
- Going the extra distance
- Feedback on client service.

