

Academy of Training

Customer Service: Walking the Talk

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 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 supporting ourselves so we are able to cope with the demands of our service role.

Objective

The objective of this one-day workshop is to assist participants in reviewing and updating the skills required to ensure that the service provided to the users of their services is of the highest possible standard and that satisfaction with the service delivered is increased.

Content

The content of the workshop is as follows:

Customer Service Overview

- The basics of excellent customer service
- Key habits, skills and behaviours for proactive customer service
- Application to the Organisation's own environment.

Communication Skills Update for Quality Service

- Recognising and working with different personalities and styles of behaviour
- Assessing the impact of our own style and its fit with users of our service
- Getting our message across effectively – words and behaviours
- Using negotiation skills for quality outcomes
- Conveying "bad news", saying "no" and managing expectations.

Walking the Talk : Self Assessment and Action Plans for Change

- Developing a competency model for quality service
- Identifying personal strengths and weaknesses
- Processes and action plans for on-going review of service delivered and driving out bad habits arising from "service fatigue".

Method

The programme will be conducted on a consultative and interactive basis built entirely around the examples and the experience of the participants.

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