

CUSTOMER CARE

Introduction:

Setting standards for excellent customer care is essential in today's competitive market and could make the difference in a client or customer choosing using your services as opposed to someone else's. This programme will benefit staff at all levels and will provide an understanding of the importance of customer care within an organisation.

Objectives:

Delegates are shown the importance of customer care within an organisation and its impact on customer satisfaction and bottom line results.

Programme Synopsis:

Day One

- Communication skills -
 - Listening
 - Appropriate & professional language
 - Open questions
 - Understanding customer needs
- Rapport Building -
 - Tone of voice
 - Verbal Language
 - Body Language
 - Listening Skills
 - Awareness
- Understanding the importance of Customer Care
- Customer expectations
- Internal and External customers
- Performance standards
- Examples of exceptional customer care

Day Two

- Dealing with customers
- Identifying opportunities to provide customer care
- Categorising various behaviours
- Understanding human behaviour
- Understanding anger and how to resolve it
- Recognising and pre-empting confrontational behaviour
- Techniques to manage conflict
- Developing assertiveness & negotiation skills
- Recognising and resolving conflict with confidence
- Dealing with difficult people and complaints
- Managing customer care
- Putting customer care into practice

Duration: Two (2) Days

Course Code: TSCCCARE

Certification: Training Solutions 2000