

Customer Service Communication

This 16- or 24-hour workshop provides customer service staff with the necessary skills to communicate effectively on the phone, in writing, and face to face. The instructor will relate writing, speaking, listening, questioning, problem-solving, and conflict-management skills to the larger communication and customer service issues.

Key Objectives

- Identify barriers to effective communication
- Increase customer service awareness
- Handle telephone calls courteously
- Inject energy and enthusiasm into the situation
- Build rapport with customers to increase loyalty
- Respond effectively to "problem" customers
- Frame the positive approach in "bad news" situations
- Gather information through effective questioning and listening techniques
- Solve customer problems with a systematic approach
- Document work by writing clearly and quickly (optional module)
- Write clear, courteous, effective customer correspondence (optional module)

Who Should Attend

Anyone who deals with customers face to face or on the telephone

Materials/Texts

Participants receive a course manual containing consultant-designed exercises and planning sheets for on-the-job reference. They will also receive the book *Communicate with Confidence®: How to Say It Right the First Time and Every Time* (written by Dianna Booher and published by McGraw-Hill). Job-aid cards are also included.

Class Size

15-20 participants