

Customer Service Training Series

Topic Areas:
<ol style="list-style-type: none"> 1. Who are your customers? <ol style="list-style-type: none"> a. Internal & External Customers
<ol style="list-style-type: none"> 2. Customer Communication <ol style="list-style-type: none"> a. Overcoming Customer Communication Challenges b. Social Media & it's impact on Customer Service c. Appropriate Communication Messages d. Communication & Diversity
<ol style="list-style-type: none"> 3. Anticipating & Responding to Customer Needs <ol style="list-style-type: none"> a. Understanding your Customers b. Providing Proactive Customer Service c. Open Conversations
<ol style="list-style-type: none"> 4. The Importance of Listening <ol style="list-style-type: none"> a. Active Listening
<ol style="list-style-type: none"> 5. Basic Manners & Human Communications <ol style="list-style-type: none"> a. Basic Etiquette b. Leaving a Positive Impression
<ol style="list-style-type: none"> 6. Ensuring your Message is Understood <ol style="list-style-type: none"> a. Communication Cycle b. Word Choice c. Feedback & Checking for Understanding d. Non-Verbal Communication Awareness
<ol style="list-style-type: none"> 7. The Challenging Customer <ol style="list-style-type: none"> a. Communication Techniques b. Avoiding Escalation

c. Body Language d. Focusing on a Solution
8. Interactive Exercises a. Reinforce topics through group activities

Training Series Recommended for: Employees, team leads, and supervisors/management

Recommended Series Length: 8-16 Hours