



Course Contents

Off-the-Chart Results **Customer Service Cycle-Management®**

1. FIRST IMPRESSIONS

- Greeting/Introductions
- Customer Courtesy
- Professional Image/Clothing
- Word Choices
- Telephone Skills

5. PROBLEM-SOLVING

- Early Problem Recognition
- Four Stages of Creative Problem-Solving
- Defining Problems Accurately
- Confident Decision Making
- Crisis Resolution

2. BUILDING RAPPORT

- Business Etiquette/Customer Care
- Instant Rapport
- Building Trust and Respect
- Confidence in any Situation
- Building Positive Relationships

6. DIFFICULT SITUATIONS

- Calming Upset/Irate Customers
- Difficult Customers
- Call Escalation
- Handling Complaints
- Delivering Bad News

3. QUESTIONING

- Information Gathering
- Pinpointing Needs
- Self-Service Questions
- Open-Ended Questions
- Controlling the Conversation

7. FOLLOW-THROUGH

- Upselling Opportunities
- Preventing Buyer's Remorse
- Email Etiquette Follow-Through
- Customer Feedback and Satisfaction Surveys
- Keeping Customers for Life

4. LISTENING

- Authentic Listening
- Increasing Concentration
- Developing Curiosity
- Improving Clarity
- Critical Listening

8. PROJECT MANAGEMENT

- Introduction to Project Management
- Project Definition
- Project Planning
- Project Implementation
- Project Closure



Course Contents

Off-the-Chart Results **Customer Service Self-Management®**

1. PRODUCT/PROCEDURE KNOWLEDGE

- Product & Procedural Knowledge
- Competitive Knowledge
- Building Credibility
- Developing Expertise
- Industry Trend Resource

5. SERVICE ATTITUDE

- Positive attitude
- Character/Integrity
- Service Mistakes
- Equal Respect
- Service Resiliency

2. TIME MANAGEMENT

- Service Effectiveness
- Service Efficiency
- Service Scheduling Smarts
- Finding Hidden Service Time
- Maximizing Service Productivity

6. STRESS MANAGEMENT

- Stress for Success
- Stress Management Techniques
- Resiliency
- Balancing Home and Career
- Preventing Job Burnout

3. GIVING AND GETTING HELP

- Getting the Right Help
- Mentoring Peers
- Coaching Peers
- Customer Experience Mgt.
- Managing Customer Expectations

7. REWARDS/RECOGNITION

- Giving Rewards and Recognition
- Self-Appreciation
- Appreciative Inquiry
- Customer Appreciation
- Empowered Compliments

4. RESPONSIBLE INITIATIVE

- Personal Leadership
- Initiative for Responsible Results
- Achieving Results with Others
- Personal Accountability
- Overcoming Obstacles

8. CRITICAL THINKING

- Introduction to Critical Thinking
- Managing Deception and Fallacies
- Persuasive Arguments
- Checklists for Rational Decisions
- Optimal Understanding: Explanations