



Customer Service: Service Attitude and Listening to your Customers

Date: 29 October 2019

Venue: Blackheath Johannesburg

Duration: One Day





Customer Service: Service attitude and listening to your customers

Why Choose this Training Course?

In today's ultra-competitive market where customers are spoiled for choice, the one element that will ensure a customer will return is your ability to offer exceptional customer service. Through customer service training, employees improve their skills and/or acquire new ones. Specific customer service training programs focus on improving communication, listening, problem-solving and organisational skills.

Exceptional customer service is more important than price and product as the key differentiator in the market.

Course Objectives:

- Techniques for maintaining a positive & professional attitude
- Character and integrity with customers
- 8 tips to work through service mistakes
- How to show equal respect
- Test your listening and interpretation skills
- Concentration
- Apply three levels of curiosity to increase understanding
- Understand direct and indirect communication

Who Should Attend:

- Customer Facing Individuals
- Account Managers
- Relationship Managers

"This course brings together the best of both worlds. Interactive classroom training with online tools and technology."

Kopano Kheekhe

"I learned a lot during the customer service course, and I found it to be life-changing."

*Mosala Mokhehi – NDSO
Customer Service Team*

FACILITIES FOR PARTICIPANTS

- Comprehensive Training Material
- Certificate of Attendance
- Stationeries: (Pen and Writing Pad)
- Training Room with Full AC Facilities and multimedia
- Subject matter expert facilitators who are qualified and accredited.
- Post assessment and feedback forms will be completed by the delegates at the end of training to ensure that training needs were met.
- The training takes place in a classroom environment using technology or online with virtual facilitation and coaching.
- Kindly bring own laptop

INVESTMENT

R 3, 750.00 Per Delegate (Exl. Vat)

NB: You will receive a 10% discount for bringing more than 5 delegates, and training will be held at your office for bookings of 5 or more people.





COURSE CONTENT

MODULE 1

Positive Attitude

- Understand attitude success statistics for customer service work, evaluate your suitability in five areas for becoming an effective service provider, know seven personal benefits of maintaining a positive attitude, and apply 17 techniques for maintaining a positive, professional attitude.
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MODULE 3

Service Mistakes

- Apply eight tips for working through service mistakes, avoid 10 service mistakes to maintain customer loyalty, and know the five service mistakes organizations should avoid.
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MODULE 5

Service Resiliency

- Know the characteristics of service resiliency, assess your own resiliency, and apply nine R.E.S.I.L.I.E.N.T. strategies for remaining strong in difficult customer service situations
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MODULE 7

Concentration

- Understand the goal of listening, know the challenges of concentration, implement phase 1 of authentic listening, apply the behaviors of concentration, know how to listen from the “inside out,” minimize negative internal listening influencers, control inappropriate mental commentary, become a congruent communicator by controlling verbal, vocal and visual messages, minimize poor concentration habits, know how to listen through five sensory channels, employ seven tips for increased concentration, and evaluate your listening concentration skills.
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MODULE 9

Clarity

- Understand the difference between direct and indirect communication, apply eight tips for increasing communication clarity, and know how to speak in the customer's language

MODULE 2

Character and Integrity

- Understand the qualities and characteristics of good service character, know the definition of integrity and honesty, and apply six strategies to cultivate exceptional service character.
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MODULE 4

Equal Respect

- Understand what respect "is" and "isn't," know the importance of showing respect, and implement 10 ways to show equal respect with all customers
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MODULE 6

Authentic Listening Overview

- Identify three listening myths, assess your current listening skills, test your listening and interpretations skills, understand the heart of authentic listening, know the three phases of authentic listening, evaluate the costs of “lazy” listening, understand the benefits of effective listening, apply the objectives of listening, and know how to avoid the pitfalls of poor listening.
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MODULE 8

Curiosity

- Test your listening curiosity skills, know how to interpret ambiguous messages, understand the three components of curiosity, develop your curiosity muscles, apply three levels of curiosity to increase understanding, implement six strategies for controlling mental filters blocking impartial interpretation, and know how to listen to learn
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MODULE 10

Critical Listening

- Understand the goal of critical listening, apply five components of critical listening to organize, question, form opinions, consider broader contexts, and anticipate direction, test your critical listening expertise, integrate concentration, curiosity, and clarity to become an effective critical listener, implement three steps to critical listening, employ seven strategies for providing appropriate feedback, utilize five situational listening styles, and evaluate.

THE CERTIFICATE

Chart Learning Solutions Certificate of Attendance for delegates who attend and complete the course

DURATION OF THE COURSE

One Day



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Please do not hesitate to contact us on:

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