

## ***Your Power - Customer Service Programme***

Why is it the small things that make the difference? And what is it that customers really want?

We set out to answer these questions in this workshop, as well as to develop delegates' key verbal and non-verbal skills, especially listening and questioning and managing challenge. Our aim is to enable delegates to develop positive relationships with their customers.

### **Event duration**

1 day

### **Outcomes**

By the time they have completed the training delegates will be able to

- Understand why it is the small things that make a difference.
- Explain what matters to customers using a five-part formula to examine this in relation to their own customers.
- Use key verbal and non-verbal skills, especially listening and questioning to develop positive relationships with their customers and obtain accurate information.
- Explain telephone hang-ups and know how to avoid them
- Deal competently and effectively with problems, especially with difficult and demanding customers.
- Describe the importance of assertiveness and empathy and use these to develop and maintain excellent customer relationships.
- Use a personal action plan for future improvement.

### **Our proposed agenda is**

- What do customers want?
- Implicits versus explicit.
- Communicating, listening and questioning face to face and on the phone.
- Five difficult customer types and how to handle them.