



Customer Care with Telephone Techniques

"There are no traffic jams along the extra mile."

- Roger Staubach

Learning with a difference...

Benefits

- Retain customers and exceed their expectations
- Identify and handle various different types of customer
- Enhance internal communications
- Enjoy the responsibility that ownership brings
- Understand the power of communication and the effect that positive language can have on the success of your communication

Course content

- Identifying, meeting and exceeding customers expectations
- Dealing with customers on the telephone
- Managing 'difficult' customers
- The importance of Total Quality Management
- Understanding team dynamics
- Communicating successfully
- Active listening skills
- Effective questioning techniques
- How you can measure success

Course overview

The key to delivering outstanding customer service is creating the right first impression; first time, every time.

You will learn the principles of Total Quality Management to help you identify who your customers are and understand the value of putting them first.

You will also learn how to communicate positively and professionally to build rapport and engage with your customer. You can then deliver the excellent level of service your customers want and deserve.

Practical skills and advice on listening and questioning techniques that allow you to empathise and connect with your customer whilst enhancing the reputation of your company as one who goes the extra mile.

Duration

1 day 9:30 - 16:30



We also offer a **Customer Care course** which addresses the key topics described here for those in a customer facing role, but who require less emphasis on the skills of serving customers via the telephone.

Experience our tried and tested training methods; have fun while you learn and most importantly - apply what you have learnt in the workplace with free support service after you have completed your training!

"You can not always control circumstances, but you can control your own thoughts."

- Charles Popplestown

Other courses we offer

- Negotiation Skills
- Communication Skills
- Customer Care

What our customers say about our courses

"Extremely interesting, covered things I'd never thought of"

"The trainer was helpful and fun"



People Productivity &
Specialist IT Training



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