

Basic Customer Service: Level 1: 3-Day Course

Managing the Customer Experience - Day 2

Overview

It is very empowering to acknowledge that you are responsible for the success of your communication and as a result your productivity. No matter what technology is used or the content of the message you can accomplish more with others and yourself when you self-regulate your communications and your time.

This highly impactful workshop will enable you to examine, learn and practice strategies involved in providing effective communication both internally and externally. Interactions will become warmer, respectful and productive. Join us and create a performance culture that celebrates accomplishment, encourages collaboration and emphasizes goal setting and forward thinking.

This course identifies how precious time is and gives proven techniques to effectively protect and manage it. Through challenging exercises and examination of time management tools and techniques the course will give you the ability to plan and prioritize effectively.

Objectives

By the end of this course you will be able to:

- Communicate to build win-win relationships
- Use the telephone professionally and productively
- Use email to effectively communicate messages
- Regard time as a resource to be managed
- Prioritize and plan for your bright future

Pre-Course Activity

Prior to attending the course, participants will identify key areas of work, which they consider the most important and urgent to their role.

The Content

1. Effective Customer Service - Communications

- Learn the principles of successful conversations
- Practice the reliable communication process BEST
- Understand how words, tone and body language affect messages
- Listen to understand not respond
- Discover how you are perceived by others (personal assessment/feedback)
- Understand and soften diverse perceptions and communication barriers
- Explore styles of communication and experiment with different styles

2. Email Etiquette

- Follow a systematic approach to writing
- Apply the principles of effective business writing
- Identify and satisfy readers' expectations
- Format and edit your writing for clarity and conciseness

- Write persuasive and impactful documents that achieve their objectives
3. Phone Communications
 - Identify standard operating procedures for exceptional phone communications
 - Mastering the middle of the call with hold's and warm transfers
 - Learn the importance of ending a call on a positive note
 - Discuss and experience the importance of phone follow through
 - The Call Check list
 - Phone Do's and Don'ts.
 4. Meeting Etiquette
 - Structure and conduct meetings to achieve objectives and avoid wasting time
 - Identify, understand, and apply the PPCM approach
 - Encourage contributions from all participants
 - Develop communication skills and efficiently conduct professional meetings
 - Deal with difficult situations or people.
 5. Time Management Defined
 - Define time as a resource and it's impact on productivity
 - Regard time as a resource to be managed.
 - Identify and focus on your objectives and key areas of responsibilities.
 - Recognize good and bad time management
 - Overcome poor time management habits and deal with time bandits
 - Uncover your personal time bandits – Self-Assessment
 6. Managing Your Time
 - Controlling and scheduling your emails
 - Scheduling tools in Outlook
 - Handling the environment and the external disruptions
 - Overcoming procrastination
 - Use SMART Goals for long-term planning
 - The ABC of prioritizing
 - The HERO Approach - when you have to say no

Materials

Participants will take away a practical customer service handbook to remind them of the key skills and techniques from the course. It includes an action plan to foster implementation. Also included is a useful customer service tip-sheet reinforces ongoing key skills and techniques.

Upon Completion

A post training evaluation and course questionnaire will be administered. Within three business days a certificate of completion will be emailed to POC or participant.

Further Courses

To continue learning, follow through with Building A Bridge In Communication.