

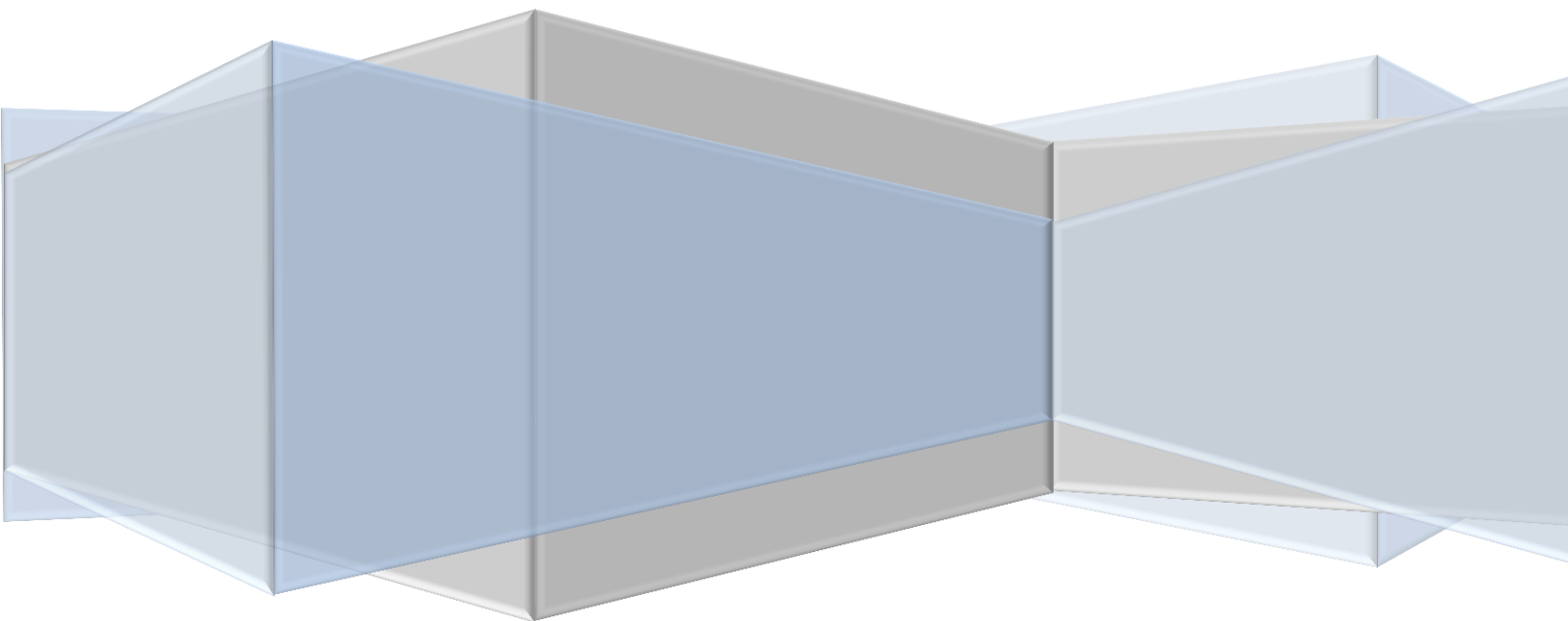


Performance Improvement

Contact, Care, COMMUNICATE

How Interpersonal Skills Are the Foundation of Genuine Customer Service

A One-day Course



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»Specific course duration (Half-day, One-day, Two-day, Three-day), content pieces, and exercises, are determined after consultation and are based upon the needs of the client group.

1. Introduction and Overview

- A. Expectations for “Quality” in today’s world
- B. Service—the Differentiating Factor in Success
- C. Course objectives

2. The Master Communication Skill

- A. “You’re NOT LISTENING...”
- B. Essential Interaction Skills
- C. Tips for improving your skills
- D. What’s the policy?

3. Understanding Silent Language

- A. “Actions speak louder than words”
- B. Proxemics, personal space, and a customer’s premises
- C. The dimensions of voice in regard to message
- D. When “contact” is by phone...Tips for call centers

4. Clearing the Barriers

- A. Maintaining and projecting a positive attitude
- B. It’s about the perception
- C. The Perceptual Process
- D. Understanding your customers

5. Dealing with Difficult Customers

- A. The nature of conflict
- B. How to say “no” courteously
- C. Conflict resolution approaches
- D. Dealing with the problem, not the individual

6. Trust...The Ultimate Customer Service Tool

- A. *The Business-Service-Trust Cycle*
- B. What happens when you make mistakes?
- C. Steps for Recovering Remarkably

7. Building a Corporate Culture of Service

- A. The forgotten internal customer
- B. Lead, promote, implement

8. Summary & Conclusion

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The following is a baseline price range. Fees vary depending upon extent of customization, and number and experience level of trainers/facilitators involved in the intervention. Preferred client and volume discounts are available. Not-for-profit agencies also may receive a rate reduction.

One-day workshop \$3,000 – 4,500

Travel expenses billed separately

Each participant receives a copy of

Contact, Care, COMMUNICATE

at the end of the session to solidify the learning!

