

“ “A satisfied customer is the best business strategy of all.” ”

# Customer Service Courses

Professional Development Training has a specialised division of Customer Service experts that will tailor the delivery of any of the courses to be specific to your situation and learning needs

# Customer Service Courses

- Active Listening Training-The secret of great communicators!
- Customer Service Training
- FISH Team Building for Customer Service Teams
- Communication Skills Training Course
- Professional Telephone Skills Course
- Managing Customer Service Training
- Conflict Resolution Training
- Body Language Training

*Our trainer Kirsty was excellent, she listened to how our business operates & made the content more relevant to us. Also listened to what we hoped to achieve & added extra content to suit. Excellent, fun, stimulating and entirely appropriate for my needs. Thank You*

*Public Class Participant - Time Management*



## **Tailored Customer** Service Courses Result in High Impact Training Events

Professional Development Training has a specialised division of Customer Service experts that will tailor the delivery of any of the courses to be specific to your situation and learning needs. Our extensive curriculum in Customer Service, outstanding depth of trainers across the country and diverse range of industry experience means that pd training is the best choice for Customer Service courses.

pd training will exceed your expectations and help you achieve the results you are seeking.

# In-House Training

# Public Courses

## In-House Training Benefits:

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- Tailored to your needs and goals
- Cost-effective - from \$140 per person (full-day)
- You choose the day, place and time
- Greatest impact in the shortest time
- Great team building opportunity
- Convenient - Employees do not need to go off-site

## Tailored Delivery – Standard

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We will always tailor the delivery of your In-House Training course to ensure it is relevant to your team and targeted at your learning goals. We can incorporate your company's examples and terminology to ensure that the training can be directly related back to your workplace. This is standard and included in the price.

### The "1-hour Motivator" Training Sessions

These 60-90 minute sessions are highly motivating and thought-provoking - ideal for those people who need to fit training in around a busy work schedule - great as an early morning kick-start or lunchtime boost!

### Full-day Short Courses

1-day and 2-day short courses are delivered with a unique focus on 80% activities 20% content - just the way learning should be!

### The "3-hour Power" Sessions

3-hour power sessions are a great solution when you have very specific outcomes you are targeting, or if scheduling the team to be off the job for a whole day is proving to be a challenge!

### Conferences and Workshops

Do you want your conference to be memorable, fun, interactive and be a real highlight? pd training's dynamic trainers can add that flair, excitement and much more!

## Expert Trainers

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"While you are training with us, you receive experiential training from an expert in their field which ensures you can apply what you have learned directly back to your workplace. When you are training with us, you are there to learn from the trainer, not the manual!"

## Training Style:

Your course will be activity-based learning. You receive some background theory, and then spend most of the time working together and with the trainer to apply the concepts to workplace situations that are applicable to your specific situation.

## Class Size:

Classes are an average of 6 people, max of 12. We keep classes small to ensure the trainer can work with each participant to tailor each activity to be relevant to each person's workplace/common scenarios.

## Where:

Sydney, Melbourne, Brisbane, Canberra, Adelaide, Perth, Parramatta.

## Scheduling & Times:

**Classes run from 9:00am - 4:30pm each day**

Quality Lunch (tell us your dietary requirements)

Comprehensive up-to-date courseware

## Practical & Real - Activities tailored to you...

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Training is much more effective and enjoyable if you can apply the concepts you learn directly to your own circumstances. So the trainer will change textbook activities to be relevant to you.

## For example:

If the example activity is based in a retail setting, but you work in a customer service call-centre, we will adapt activities to reflect the culture of a call-centre environment, so your team will be learning relational tools and techniques that really make sense to their world. Helping you learn today, and

## Fun & Relaxed - Laugh while you learn...

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Our relaxed and practical approach with experienced trainers that like to 'have a laugh' will ensure you enjoy the experience of learning as much as you enjoy acquiring new skills that help you perform better.

Yes, lunch is free - and we all like a free lunch. However, the highlight of your course will be the learning experience - not the break!



Customised, Interactive  
and Practical

Each course involves about 20 activities each day to assist practical skill development and understanding of concepts. Training is customised according to the requirements of the participants for maximum benefit.

Considering your needs, pd training has made Administration available at your place, online and at various locations across Australia. The courses are designed to be of short-duration, lively, informal and highly valuable.



Making Training  
Accessible



World Leading  
Reinforcement  
Framework

Reinforcement Package

- Training Booster Reinforcement System
- Free Re-sit
- eHelpDesk Support
- Bonus Supplementary eLearning
- Quick Reference Job Aid
- Hours of Business Video content



Active listening is the key to effective communication.

In this Active Listening training course you will learn how to listen, understand and then respond. Using these techniques you will become a more effective communicator in all situations.

Pd training's active listening training course is available now in Brisbane, Sydney, Melbourne, Adelaide, Canberra, Parramatta and Perth.

## **Active Listening Training-The secret of great communicators! Course Outline**

### **Foreword:**

Effective listening is actively absorbing the information given to you by a speaker, showing that you are listening and interested and providing feedback to the speaker so that he or she knows the message was received.

This fun and interactive **Active Listening Skills Training Program** will provide practical skills and knowledge that you will transform your personal and professional interactions and lead to more rewarding and meaningful communication.

### **Outcomes:**

In this course participants will:

- Engage more effectively through actively listening
- Understand the difference between 'hearing' and 'listening'
- Learn the techniques to listen actively
- Increase their awareness of communication behaviours
- Understand how emotions effect their ability to listen
- Learn to paraphrase and restate for clarification
- Be able to manage and encourage constructive collaboration

Active Listening Training Course - Lesson 1

**How Well do you Actively Listen?**

- Let's test your active listening ability
- Why are you not listening to me?
- Our inner voice-over rule

Active Listening Training Course - Lesson 2

**What affects Listening?**

- The role of the speaker
- The role of the listener
- Reading non-verbal communication
- Using questioning skills
- Feedback

Active Listening Training Course - Lesson 3

**Determine your Communication Behaviours**

- Establish your behavioural style in different situations
- Do you give up or bulldoze through?
- But isn't your way right?

Active Listening Training Course - Lesson 4

**High Emotion - Low Intelligence**

- So what does it mean when I become emotional?
- How does it affect my listening skills?
- How does it affect the listening skills of others?

Active Listening Training Course - Lesson 5

**Steps to Improve your Active Listening**

- Learn to live in the moment
- Learn to like/love/gain respect
- Listening is also interpreting

Active Listening Training Course - Lesson 6

**Tips and Tricks to Manage a Brainstorming Environment**

- Stay in control
- Generate better ideas through collaboration





The ability to communicate effectively can have a profound effect on your personal and professional life. This communication skills training course provides you with practical, effective tools to enable clear and effective communication in all situations.

This engaging and highly practical training course is available now throughout Australia, including Brisbane, Sydney, Melbourne, Adelaide, Canberra, Parramatta and Perth.

## **Communication Skills Training Course Course Outline**

### **Foreword:**

This communications training course helps people communicate appropriately and clearly in all situations. This is a great course for everyone as the benefits can have a positive effect on every aspect of life. Learn to understand how you communicate, how others communicate and how to adjust to meet their needs. Discover how effective communication is greatly improved by understanding communication preferences and overcoming communication barriers.

This interpersonal communication course will ensure your colleagues receive your message clearly and improve your workplace relationships in general. If you have never completed a communications course of this type you are missing out on understanding fundamental concepts that will have a profound effect on your life and success in the workplace.

### **Outcomes:**

#### **In this course, participants will:**

- Gain insight into their personality type and communication preferences, using our proprietary profiling tool
- Learn to recognise other people's personality types and communication preferences
- Learn to adjust your own communication approach based on need and situation
- Understand barriers to effective communication and how to overcome them
- Learn how to effectively utilise tone
- Master the S.T.A.R. method for speaking on the spot
- Learn to use body language appropriately
- Learn to listen actively and effectively
- Gain insight into asking open questions
- Become a more effective communicator through the use and application of practical tools



Communication Skills Training Course - Lesson 1

**Getting to know yourself - CHOIce**

- What is your personality type?
- What are your communication preferences?
- What are your communication tendencies?

Communication Skills Training Course - Lesson 2

**Understanding others - CHOIce**

- What other personality types are out there?
- What are their communication preferences?
- What are their communication tendencies?

Communication Skills Training Course - Lesson 3

**Making allowance for others CHOIce and circumstance**

- Consider your approach:
  - What is the receiver's CHOIce?
  - What type of message are you delivering?
  - Is sensitivity, personal touch, speed, evidence, privacy or public acknowledgement most important?
- Develop strategies for future application

Communication Skills Training Course - Lesson 4

**Understanding Communication Barriers**

- An Overview of Common Barriers
- Language Barriers
- Cultural Barriers
- Differences in Time and Place

Communication Skills Training Course - Lesson 5

**Paraverbal Communication Skills**

- The Power of Pitch
- The Truth about Tone
- The Strength of Speed

Communication Skills Training Course - Lesson 6

**Non-Verbal Communication**

- Understanding the Mehrabian Study
- All About Body Language
- Interpreting Gestures

Communication Skills Training Course - Lesson 7

**Speaking Like a S.T.A.R.**

- S = Situation
- T = Task
- A = Action
- R = Result
- Summary

Communication Skills Training Course - Lesson 8

**Active Listening Skills**

- Seven Ways to Listen Better Today
- Understanding Active Listening
- Sending Good Signals to Others

Communication Skills Training Course - Lesson 9

**Asking Good Questions**

- Open Questions
- Closed Questions
- Probing Questions

Communication Skills Training Course - Lesson 10

**Appreciative Inquiry**

- The Purpose of AI
- The Four Stages
- Examples and Case Studies

Communication Skills Training Course - Lesson 11

**Mastering the Art of Conversation**

- Level One: Discussing General Topics
- Level Two: Sharing Ideas and Perspectives
- Level Three: Sharing Personal Experiences
- Our Top Networking Tips

Communication Skills Training Course - Lesson 12

**Conversational Psychology**

- Understanding Precipitating Factors
- Establishing Common Ground
- Using "I" Messages

## Conflict Resolution



Conflict in human relationships, even good relationships, is inevitable. Learning how to manage conflict is a key skill for anyone that works in a team, interfaces with customers or has a supervisory role. This Conflict Resolution Training Course empowers participants with the techniques to identify the source of conflict and to manage and resolve conflict quickly with professionalism. Join a Conflict Resolution Training Class today, or have a trainer come to your workplace in Brisbane, Sydney, Parramatta, Melbourne, Canberra, Adelaide or Perth.

## Conflict Resolution Training Course Outline

### Foreword:

Conflict is the result of people having differing needs, opinions, expectations and importantly different perspectives. The reality of conflict is that in any human relationship it is inevitable, if handled well, conflict provides a powerful avenue for significant growth.

Conflict resolution involves recognising and managing the particular conflict. This is an essential part of building emotional intelligence, and nurturing relationships. Poorly handled conflict can affect both the employees and the clients thereby impacting the company's bottom-line. To maintain your competitive advantage, you need the entire organisation to focus on developing conflict resolution strategies to quickly and effectively resolve conflict, while building trust and commitment with clients and colleagues.

This **Conflict Resolution Training Course** provides techniques for individuals in an organisation to resolve workplace conflict and build a common understanding and framework for working through challenging conflict situations. We have, after much research, decided to focus on the Win-Win Approach using the three critical skills of conflict resolution – Negotiation, Assertiveness and Persuasion. These skills will enable the participants to develop conflict resolution strategies for quickly and effectively recognising, resolving and preventing conflict.

### Outcomes:

In this course participants will:

- Gain a thorough understanding of the sources, causes and types of conflict
- Master all six phases of the conflict resolution process
- Understand the five main approaches to conflict resolution
- Learn to apply conflict resolution approaches
- Learn how to use parts of the conflict resolution process to recognise and prevent conflict before it escalates
- Develop communication tools such as agreement frames and open questions
- Learn practical anger and stress management techniques

Conflict Resolution Training Course - Lesson 1

### **An Introduction to Conflict Resolution**

- What is Conflict?
- What is Conflict Resolution?
- Understanding the Conflict Resolution Process

Conflict Resolution Training Course - Lesson 2

### **Conflict Resolution with the Thomas-Kilmann Instrument**

- Collaborating
- Competing
- Compromising
- Accommodating
- Avoiding

Conflict Resolution Training Course - Lesson 3

### **Creating an Effective Atmosphere**

- Neutralising Emotions
- Setting Ground Rules
- Choosing the Time and Place

Conflict Resolution Training Course - Lesson 4

### **Creating Mutual Understanding**

- What do I Want?
- What do They Want?
- What do We Want?

Conflict Resolution Training Course - Lesson 5

### **Focusing on Individual Needs**

- Finding Common Ground
- Building Positive Energy and Goodwill
- Strengthening your Partnership

Conflict Resolution Training Course - Lesson 6

### **Getting to the Root Cause**

- Examining Root Cause
- Creating a Cause and Effect Diagram
- The Importance of Forgiveness
- Identifying the Benefits of Resolution

Conflict Resolution Training Course - Lesson 7

### **Generating Options**

- Generate, don't Evaluate
- Creating Mutual Gain Options and Multiple Option Solutions
- Digging Deeper into your Options

Conflict Resolution Training Course - Lesson 8

### **Building a Solution**

- Creating Criteria
- Creating a Shortlist
- Choosing a Solution
- Building a Plan

Conflict Resolution Training Course - Lesson 9

### **The Short Version of the Process**

- Evaluating the Situation
- Choosing your Steps
- Creating an Action Plan
- Using Individual Process Steps

Conflict Resolution Training Course - Lesson 10

### **Additional Tools**

- Stress and Anger Management Techniques
- The Agreement Frame
- Asking Open Questions

# Customer Service



Do you impress your customers every time you interact with them?

You must go beyond simply delivering your product, and develop strong relationships with your customers. It is essential that you provide a unique customer experience by proactively anticipating your customers' needs and expectations, exceeding them every single time.

This fun and engaging Customer Service Training Course is available now throughout Australia, including Brisbane, Sydney, Parramatta, Melbourne, Adelaide, Canberra and Perth.

## Customer Service Training Course Outline

### Foreword:

In order to create customer satisfaction, you need to go beyond good customer service and exceed your customers' expectations with exceptional service. In order to achieve this it is important to ask yourself some questions:

- Do you or your staff have the right skill sets to deliver exceptional customer service?
- Currently how do you improve your Customer Service Skills and approaches?
- Do you strive to continuously improve your customer service?
- Do you listen to your customers and their needs?
- Do you currently listen effectively to uncover the customer's true needs?
- Are internal customers understood and prioritised?

This Customer Service Training Course is for professionals who want to make a significant contribution to their company's image or bottom line and make their own lives easier by consistently providing exceptional customer service.

### Outcomes:

- Explain what customer service means in relation to internal & external customers
- Recognise how one's attitude affects service standards
- Master ways to develop & maintain a positive, customer focused, attitude
- Develop needs analysis techniques to better address customer needs
- Apply outstanding customer service techniques to generate return business
- Practice techniques for developing good will through in-person customer service
- Formulate take away techniques for service excellence over the phone
- Gain insight to connecting with customers online
- Master techniques for dealing with difficult customers
- Acquire tools for recovering difficult customers
- Understand when to escalate

Customer Service Training Course - Lesson 1

**Who we are and What we do**

- Who are customers (internal/external)
- What is customer Service?
- Who are customer Service Providers?

Customer Service Training Course - Lesson 2

**Establishing your Attitude**

- Appearance counts! (even if not in person)
- The power of the smile
- Staying energised
- Staying positive

Customer Service Training Course - Lesson 3

**Identifying and Addressing their Needs**

- Understanding the customer's problem
- Staying outside the box (not jumping to conclusions)
- Meeting basic needs
- Going the extra mile

Customer Service Training Course - Lesson 4

**Generating Return Business**

- Following up
- Addressing complaints
- Turning difficult customers around

Customer Service Training Course - Lesson 5

**In-Person Customer Service**

- Dealing with at-your-desk requests
- The advantages and disadvantages of in-person communication
- Using body language to your advantage

Customer Service Training Course - Lesson 6

**Giving Customer Service over the Phone**

- The advantages and disadvantages of telephone communication
- Telephone etiquette
- Tips and tricks

Customer Service Training Course - Lesson 7

**Providing Electronic Customer Service**

- The advantages and disadvantages of electronic communication
- Understanding netiquette
- Tips and tricks
- Examples: chat or e-mail

Customer Service Training Course - Lesson 8

**Recovering Difficult Customers**

- De-Escalating anger
- Establishing common ground
- Setting your limits
- Managing your own emotions

Customer Service Training Course - Lesson 9

**Understanding when to Escalate**

- Dealing with vulgarity
- Coping with insults
- Dealing with legal and physical threats

Customer Service Training Course - Lesson 10

**Ten Things you can do to WOW every time!**

- We'll share our tips!



In today's business environment, telephone etiquette displayed in organisations is indicative of its willingness and ability to efficiently assist customers.

This Professional Phone Skills course from pdtraining teaches how to project professionalism over the phone, how to gain client confidence quickly, handle irate customers and so much more.

This practical and engaging training course is available now throughout Australia, including Brisbane, Sydney, Melbourne, Adelaide, Canberra and Perth.

## Professional Telephone Skills Course Course Outline

### Foreword:

This Telephone Skills Training course will provide your staff with the awareness and skills they need to handle phone calls professionally. This will ensure the positive image of your organisation is reinforced and strengthened with every conversation.

In today's business environment, telephone etiquette displayed in organisations is indicative of its willingness and ability to efficiently assist customers, both internal and external. The skills and the attitude projected over the telephone form a lasting impression in the minds of an organisation's customer, making it a critical customer 'touch point'.

Nowadays, virtual teams are the norm rather than the exception, and one of their primary channels of communication is the telephone. Hence, it is imperative for employees to have a good understanding of business telephone etiquette in order to aid efficient information exchange.

This **Professional Telephone Skills Training Program** aims at helping employees create a lasting impression in their customers' minds - one that shows the organisation reflected in the best light possible. It focuses on developing telephone etiquette and skills to deal with customers assertively, empathetically, with a sense of care and a positive attitude.

### Outcomes:

- Learn how to provide effective client service over the phone
- Project a professional image over the phone
- Master a professional, effective & reassuring telephone voice
- Gain client's trust using proven communication techniques
- Learn to question effectively over the phone
- Master proven techniques to manage irate customers professionally
- Learn tips for handling a busy reception
- Phrase more effectively for positive and clearer communication
- Establish the right words for unambiguous, positive & productive communication

Professional Telephone Skills Training Course - Lesson 1

### **Providing Effective Client Service**

- The ten commandments of good business
- What makes an effective client communicator?
- Seven sins of service
- Skills and attributes of an effective client communicator
- High emotion = low intelligence

Professional Telephone Skills Training Course - Lesson 3

### **Gaining your Client's Trust**

- Create a great first impression
- Put your customer at ease
- Finding a better phrase
- Ending a call politely and professionally

Professional Telephone Skills Training Course - Lesson 5

### **Effective Questioning**

- Questioning techniques
- ??? Questions ???
- Open and closed questions
- Questions to keep control of the call
- Telephone techniques

Professional Telephone Skills Training Course - Lesson 7

### **Reception Tips**

- Top Useful reception tips

Professional Telephone Skills Training Course - Lesson 9

### **Action Plan**

- Create a Personal action plan
- What I am going to implement immediately on-the-job

Professional Telephone Skills Training Course - Lesson 2

### **Your Telephone Voice**

- Communication skills
- Five qualities of a good telephone voice
- Vocal qualities checklist

Professional Telephone Skills Training Course - Lesson 4

### **Prepare Yourself**

- Professional handling of incoming calls
- Transferring calls
- Taking messages

Professional Telephone Skills Training Course - Lesson 6

### **Irate Clients**

- Determine why your client is irate
- Learn the challenges of irate clients
- Have a H.E.A.R.T. to defuse an irate client

Professional Telephone Skills Training Course - Lesson 8

### **Better Phrases**

- Improve your interaction with Inbound calls
- Better your Outbound calls success

Professional Telephone Skills Training Course - Lesson 10

### **Wrap up and course conclusion**

- Review the course
- Share ideas and personal challenges
- Question and answer time



## Body Language Training



The ability to interpret body language is a skill that will enhance your capability.

This Body Language training course from pd training will enable you to recognise the body language of others while being aware of what your own body is communicating.

Body Language training courses are available now throughout Australia, including Brisbane, Sydney, Parramatta, Melbourne, Adelaide, Canberra and Perth.

## Body Language Training Course Outline

### Foreword:

The ability to interpret body language is a skill that will enhance anyone's career. Body language is a form of communication, and it needs to be practiced like any other form of communication. Whether in sales or management, it is essential to understand the body language of others and exactly what your own body is communicating.

### Outcomes:

In this course participants will:

- Learn how to translate gestures into words
- Understand the difference between open & closed body language
- Learn how to avoid common body language mistakes
- Gain insight into the differences in body language between genders
- Understand the signals you're sending to others
- Learn the role facial expressions play in body language
- Learn how to use body language to strengthen your negotiations
- Understand how body language can expose deception
- Learn how to match words with movement to instill trust

Body Language Training Course - Lesson 1

**Getting Started**

- The Parking Lot
- Workshop Objectives
- Action Plans & Evaluations

Body Language Training Course - Lesson 2

**Communicating with Body Language**

- Learning a New Language
- The Power of Body Language
- More than Words
- Actions Speak Louder than Words

Body Language Training Course - Lesson 3

**Reading Body Language**

- Head Position
- Translating Gestures into Words
- Open vs. Closed Body Language
- The Eyes Have It

Body Language Training Course - Lesson 4

**Body Language Mistakes**

- Poor Posture
- Invading Personal Space
- Quick Movements
- Fidgeting

Body Language Training Course - Lesson 5

**Gender Differences**

- Facial Expressions
- Personal Distances
- Female Body Language
- Male Body Language

Body Language Training Course - Lesson 6

**Nonverbal Communication**

- Common Gestures
- The Signals You Send to Others
- It's Not What You Say, It's How You Say It
- What Your Posture Says

Body Language Training Course - Lesson 7

**Facial Expressions**

- Linked with Emotion
- Micro-Expressions
- Facial Action Coding System (FACS)
- Universal Facial Expressions

Body Language Training Course - Lesson 8

**Body Language Business**

- Communicate with Power
- Cultural Differences
- Building Trust
- Mirroring

Body Language Training Course - Lesson 9

**Lying and Body Language**

- Watch Their Hands
- Forced Smiles
- Eye Contact
- Changes in Posture

Body Language Training Course - Lesson 10

**Improve Your Body Language**

- Be Aware of Your Movements
- The Power of Confidence
- Position and Posture
- Practice in a Mirror

Body Language Training Course - Lesson 11

**Matching Your Words to Your Movements**

- Involuntary Movements
- Say What You Mean
- Always Be Consistent
- Actions Will Trump Words

Body Language Training Course - Lesson 12

**Wrapping Up**

- Words from the Wise



FISH! Team building for customer service is a training intervention that will transform your customer service. Provide your customer service team with inspiration and proven tools to improve your internal culture and your customer experience. If you're looking for a practical, fun and respected team building and cultural improvement program for your customer service team then FISH! is your solution.

The FISH! philosophy has transformed team cultures and teamwork around the planet.

## **FISH Team Building for Customer Service Teams Course Outline**

### **Foreword:**

FISH! Team Building for Customer Service Teams is a one-day workshop that empowers your customer service team to embrace the FISH! Philosophy and build a highly effective customer service culture. By allowing your customer service staff to attend the course, you will begin the process of building a high performance culture within your customer service team.

### **Outcomes:**

FISH! has been called an antidote to cynicism, depression, burnout and anger. Our clients are using it for nearly every issue facing business today: leadership, orientation, teamwork, retention, creativity, customer service, quality improvement, change — anything involving human interaction.

### **By the end of this course, participants will:**

- develop a shared vision of how to serve customers, internal and external
- clarify common values of how to treat each other
- recognise new opportunities to make a positive difference for others
- become more proactive in creating a more effective environment

## Introduction

- The four FISH! practices

## Practice 1: BE THERE

**Be there** builds relationships by:

- Being fully 'present' with customers and co-workers
- Listening to understand your customers and co-workers
- Taking action based on awareness

## Practice 2: PLAY

**Play** encourages creativity and fun through:

- Curiosity - learn how curiosity unleashes creativity in a customer service setting
- Freedom to innovate - learning to be free to "try things out" as a team
- Freedom to be you - learning to be your natural self in any customer service setting
- Trust and the playing field - setting the boundaries
- Creating an environment of play in a customer service setting

## Practice 3: MAKE THEIR DAY

**Make Their Day** reminds us to serve customers and co-workers by:

- Learning to value and recognise customers as people
- Learning to be genuinely selfless toward customers
- Learning to be aware of your customers needs - creating a delightful atmosphere

## Practice 4: CHOOSE YOUR ATTITUDE

**Choose your attitude** helps you in a customer service setting to:

- Practicing to become aware of your attitude toward customers
- Making a conscious choice - are your choices and attitudes helping your team and customers?
- Live in alignment with your intentions - learning to be anchored to a customer service mindset

## Taking a closer look

- Assess how your customer service culture is living each of the "four practices"

## How well do I live the practices?

- Short test on how you live the four practices

## Top of mind issues/team solutions

- Identify a list of top of mind issues
- Identify ways to address these issues

## Action planning

- Identify tangible customer service goals that impact others
- Learn to put in place accountability measures to improve success of your customer service initiatives

## Want to form a habit?

- Creating a 21 day habit forming calendar

## Your life title

## Beyond the workplace self-survey

- Looking at how you live the four practices in life

## What's possible now?

- Finding the limitless possibilities with the four practices



The need to lead, model, and promote organisational values in customer service are essential to positively impact customers and the organisation. This one-day training course in Managing Customer Service helps supervisors and managers to engage customers and employees effectively to improve satisfaction and sales.

This highly valuable and dynamic training course is now available throughout Australia, including Brisbane, Sydney, Melbourne, Adelaide, Canberra, Parramatta and Perth and also via instructor-led online training.

## Managing Customer Service Training Course Outline

### Foreword:

During the training course, participants develop knowledge and skills in understanding the role of a manager in customer service, establishing links between business practices and customer service, discovering ways to engage employees, understand customers' needs, and more.

Managing Customer Service Training Course is designed for easy and essential understanding and skill development so that managers and supervisors develop the ability to enhance their job skills.

### Outcomes:

#### After completing this course, participants will have learned to:

- Identify ways to establish links between excellence in customer service and your business practices and policies.
- Develop essential skills and practices in managing customer service
- Understand leadership
- Recognise what employees are looking for to be truly engaged.
- Manage performance
- Recognise who the customers are and what they are looking for.
- Use onboarding and orientation
- Develop strategies for creating engaged employees and satisfied customers in whatever business units you manage.
- Understand and use the six critical elements of customer service
- Use the five practices of leadership

Managing Customer Service Training Course - Lesson 1

**Getting Started**

- Icebreaker
- Pre-Assignment Review
- Workshop Objectives

Managing Customer Service Training Course - Lesson 2

**Six Critical Elements**

- Element One: A Customer Service Focus
- Element Two: Defined in Your Organisation
- Element Three: Given Life by the Employees
- Element Four: Problem Solving
- Element Five: Measure It
- Element Six: Reinforce It
- Measurement in Practice

Managing Customer Service Training Course - Lesson 3

**Understanding Leadership**

- About Leadership
- Understanding Your Comfort Zone
- Managing Performance
- Servant Leadership
- Onboarding and Orientation

Managing Customer Service Training Course - Lesson 4

**Five Practices of Leadership**

- Challenging, Inspiring and Enabling
- Modeling and Heart
- Practices in Practice

**Client  
Benefits**



**Strategic  
Partnerships**

