



First Select

Effective Telephone Skills for Better Service

Date	Venues	(\$)Fees	Book your seat
15 Dec -19 Dec 2024	Kuala Lumpur	3300	Register Now

Objectives:

By the end of this training program, each participant will be able to:

- To develop essential customer service skills to meet and exceed customers' expectations
- To acquire customer service mindset to deal with internal & external customers
- To project world-class, professional image of the company
- To analyze different behavioral patterns of personalities and how to deal with them
- To handle complaints and defuse the conflict
- To produce an action plan to develop their own customer service effectiveness

Who should attend?

This program is designed to all customer-related employees like call centre agents, help desk operators, customer support staff and everybody who needs to impress the customers on phone.

Course Outline:

Overview of Customer Care:

- Who is a customer?
- What does customer care means in today competitive world?
- Effective communication skills on phone
- Overcoming communication barriers
- First & last impression
- Customer is a loyalty!

Essential skills:

- Effective customer service mindset
- Active listening Skills (reading between the lines)
- Effective Questioning techniques
- Assertiveness behavior
- Developing energetic, positive tone of voice

Key telephone skills:

- Telephone courtesy
- Using positive language
- Taking & giving information / messages
- Closing the call
- The importance of follow up

Customer's behavior:

- Understanding customer's viewpoint
- Managing customers expectations
- Different kinds of customers
- Personalizing services
- Sweep customers off their shoes!

Defusing Conflicts:

- The nature of complaints and its impact on business
- Dealing with emotions
- Overcoming customer resistance
- Finding common ground
- The steps to resolve problems
- Follow up, follow up, follow up !

Customer Care Strategies:

- Mastering your business
- Customer follow-up
- Continuous improvement

WORKSHOP STYLE:

A mixture of short presentations, interactive discussion, individual exercises and group work. The emphasis throughout is on a practical approach using case material and examples.

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