

## Building Quality Customer Service – Full-day Skill-Enhancement Training

### Goals of this Workshop

- Improve understanding of customers' needs and expectations and how to meet them
- Enhance “people skills” and flexibility of team members when dealing with customers
- Provide proven tools that help with the support and consistent delivery of great service

### Course Objectives:

- Create / agree upon a common definition of “GREAT Customer Service” for staff to embrace (such as *adding measurable value for the customer*)
- Clarify who the different customers are that we serve
- Identify and agree upon what our customers really want/need from us
- Explore how our behavior affects customer service and customer perceptions – then generate behavior ingredients of a “professional”
- Identify and confirm reasons why customer service benefits all of us
- Uncover real/potential roadblocks that hinder us from meeting their needs
- Identify ways to be a good internal customer to other team members/departments
- Practice a proven 5-step process for quality customer handling
- Understand your behavioral style and its effect on co-worker and customer attitudes, perceptions and outcomes
- Identify what approaches work best with people that differ from your preferred style
- Identify ways to acknowledge and resolve conflict professionally
- Develop a personalized plan of action you can take to help support Quality Service