

Customer Service Company Training Proposal

Description

This highly interactive training workshop provides a toolbox of skills for effectively and efficiently handling all types of customer interactions. Participants will learn customer service skills to help improve their performance and present a professional, knowledgeable image that reflects well on your company. At the program's conclusion, you should be able to:

- Describe exceptional customer service.
- Identify the benefits of great customer service.
- Recognize barriers to the delivery of outstanding customer service.
- Adapt to specific customer behavior styles.
- Demonstrate how to measure customer-satisfaction levels and take corrective action if needed.
- Describe techniques for dealing with angry or upset customers.
- Develop a personal action plan to improve customer-service skills.

Course Outline – Developing Outstanding Customer Skills

Myers-Briggs Personality Assessment

- The MBTI instrument, meaning of “preferences”
- MBTI definitions, with self-assessment
- Individual results and verification
- Experiential activities

Customer Service Excellence – How To Deliver Exceptional Customer Service

- Focus on Customer Service Success
- Benefits of Great Customer Service
- Effective Communication & Listening Skills

Managing Customer Expectations by Personality Style

- Understand Yourself and Your Own Personality Style
- Understand and Identify the Personality Style of Others
- Avoid Taking Things Personally
- Expand Your Communication Skills to Get Along Easily with More Customers

The Good, the Bad, and the Ugly: Dealing with Difficult Customers

- Recognize and Respond Effectively to Specific Customer Behaviors
- Understand the Physiology of Anger
- Listen to an Angry Customer So That They Calm Down

Sample Customer Service Training Proposal

M Walker



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Sample Customer Service Training Proposal Book Review: Unveiling the Power of Words

In a world driven by information and connectivity, the power of words has become more evident than ever. They have the ability to inspire, provoke, and ignite change. Such could be the essence of the book **Sample Customer Service Training Proposal**, a literary masterpiece that delves deep in to the significance of words and their affect our lives. Written by a renowned author, this captivating work takes readers on a transformative journey, unraveling the secrets and potential behind every word. In this review, we shall explore the book is key themes, examine its writing style, and analyze its overall impact on readers.

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