

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

Steve Whiddett, Sarah Hollyforde

A red circular graphic with a gradient, appearing as a partial circle or a stylized arrow pointing to the right, located to the right of the text box.

Sample Customer Service Training Proposal:

Sample Customer Service Training Proposal Book Review: Unveiling the Magic of Language

In an electronic era where connections and knowledge reign supreme, the enchanting power of language has been apparent than ever. Its ability to stir emotions, provoke thought, and instigate transformation is really remarkable. This extraordinary book, aptly titled "**Sample Customer Service Training Proposal**," written by a very acclaimed author, immerses readers in a captivating exploration of the significance of language and its profound impact on our existence. Throughout this critique, we will delve into the book's central themes, evaluate its unique writing style, and assess its overall influence on its readership.

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Table of Contents Sample Customer Service Training Proposal

1. Understanding the eBook Sample Customer Service Training Proposal
 - The Rise of Digital Reading Sample Customer Service Training Proposal
 - Advantages of eBooks Over Traditional Books
2. Identifying Sample Customer Service Training Proposal
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in a Sample Customer Service Training Proposal
 - User-Friendly Interface
4. Exploring eBook Recommendations from Sample Customer Service Training Proposal
 - Personalized Recommendations
 - Sample Customer Service Training Proposal User Reviews and Ratings
 - Sample Customer Service Training Proposal and Bestseller Lists

5. Accessing Sample Customer Service Training Proposal Free and Paid eBooks
 - Sample Customer Service Training Proposal Public Domain eBooks
 - Sample Customer Service Training Proposal eBook Subscription Services
 - Sample Customer Service Training Proposal Budget-Friendly Options
6. Navigating Sample Customer Service Training Proposal eBook Formats
 - ePub, PDF, MOBI, and More
 - Sample Customer Service Training Proposal Compatibility with Devices
 - Sample Customer Service Training Proposal Enhanced eBook Features
7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Sample Customer Service Training Proposal
 - Highlighting and Note-Taking Sample Customer Service Training Proposal
 - Interactive Elements Sample Customer Service Training Proposal
8. Staying Engaged with Sample Customer Service Training Proposal
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Sample Customer Service Training Proposal
9. Balancing eBooks and Physical Books Sample Customer Service Training Proposal
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Sample Customer Service Training Proposal
10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
11. Cultivating a Reading Routine Sample Customer Service Training Proposal
 - Setting Reading Goals Sample Customer Service Training Proposal
 - Carving Out Dedicated Reading Time
12. Sourcing Reliable Information of Sample Customer Service Training Proposal
 - Fact-Checking eBook Content of Sample Customer Service Training Proposal
 - Distinguishing Credible Sources
13. Promoting Lifelong Learning

- Utilizing eBooks for Skill Development
- Exploring Educational eBooks

14. Embracing eBook Trends

- Integration of Multimedia Elements
- Interactive and Gamified eBooks

Sample Customer Service Training Proposal Introduction

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