

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

CO Houle



Sample Customer Service Training Proposal:

The book delves into Sample Customer Service Training Proposal. Sample Customer Service Training Proposal is an essential topic that must be grasped by everyone, from students and scholars to the general public. The book will furnish comprehensive and in-depth insights into Sample Customer Service Training Proposal, encompassing both the fundamentals and more intricate discussions.

1. The book is structured into several chapters, namely:
 - Chapter 1: Introduction to Sample Customer Service Training Proposal
 - Chapter 2: Essential Elements of Sample Customer Service Training Proposal
 - Chapter 3: Sample Customer Service Training Proposal in Everyday Life
 - Chapter 4: Sample Customer Service Training Proposal in Specific Contexts
 - Chapter 5: Conclusion
 2. In chapter 1, this book will provide an overview of Sample Customer Service Training Proposal. The first chapter will explore what Sample Customer Service Training Proposal is, why Sample Customer Service Training Proposal is vital, and how to effectively learn about Sample Customer Service Training Proposal.
 3. In chapter 2, this book will delve into the foundational concepts of Sample Customer Service Training Proposal. The second chapter will elucidate the essential principles that must be understood to grasp Sample Customer Service Training Proposal in its entirety.
 4. In chapter 3, this book will examine the practical applications of Sample Customer Service Training Proposal in daily life. This chapter will showcase real-world examples of how Sample Customer Service Training Proposal can be effectively utilized in everyday scenarios.
 5. In chapter 4, this book will scrutinize the relevance of Sample Customer Service Training Proposal in specific contexts. This chapter will explore how Sample Customer Service Training Proposal is applied in specialized fields, such as education, business, and technology.
 6. In chapter 5, the author will draw a conclusion about Sample Customer Service Training Proposal. This chapter will summarize the key points that have been discussed throughout the book.
- This book is crafted in an easy-to-understand language and is complemented by engaging illustrations. It is highly recommended for anyone seeking to gain a comprehensive understanding of Sample Customer Service Training Proposal.

<https://crm.avenza.com/files/Resources/Documents/Service%20Manual%20Ge%20Mac%205.pdf>

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