

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

D Keegan



Sample Customer Service Training Proposal:

Adopting the Song of Appearance: An Emotional Symphony within **Sample Customer Service Training Proposal**

In a world consumed by displays and the ceaseless chatter of quick communication, the melodic splendor and psychological symphony created by the published term frequently diminish in to the background, eclipsed by the relentless noise and disturbances that permeate our lives. However, nestled within the pages of **Sample Customer Service Training Proposal** an enchanting literary prize overflowing with fresh feelings, lies an immersive symphony waiting to be embraced. Constructed by an elegant composer of language, this captivating masterpiece conducts visitors on a psychological journey, well unraveling the concealed melodies and profound affect resonating within each carefully constructed phrase. Within the depths of this poignant analysis, we shall explore the book is central harmonies, analyze their enthralling writing design, and submit ourselves to the profound resonance that echoes in the depths of readers souls.

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