

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

Keith Bailey, Karen Leland



Sample Customer Service Training Proposal:

Customer Service Training 101 Renee Evenson, 2005 A practical hands on guide for training customer service employees *The Complete Guide to Writing Effective and Award Winning Business Proposals* Jean Wilson Murray, 2008 The text covers the three key phases of a business proposal preparation writing and presentation and includes examples of different types and styles of business proposals such as sales proposals to clients letters and memos as business proposals proposals to government entities internal proposals to top management and business plans as a special type of business proposal *The Handbook of Communication Training* J Wallace, Dennis Becker, 2018-09-03 Communication remains a significant topic for job acquisition development and advancement As such there are no shortage of classes seminars and books written on the subject However there are few designed for the corporate consultant that are not aligned with some proprietary system traditional academic classrooms or author s speculation These tend to be either inaccessible questionable in their content or specifically aligned with the producers interests So where can the Communication trainers and consultants go to focus on fundamental touchstone research and practices The Handbook of Communication Training is a powerful template and first of its kind for communication practitioners and academicians who wish to strengthen their professional capabilities It also acts as a guide and standard for consumers and clients of these services The chapters within are an outgrowth of the National Communication Association s Training Development Division s desire to provide guidance structure and support for members and non members alike It is specifically targeted at those pursuing best practices regarding communication consulting coaching teaching and training The 7 Best Practices presented in this book represent capabilities that are foundational to the effective transfer of communication promotion and skill enhancement As such these practices and supporting chapters should appeal to novice and experts alike How to Write Winning Training Proposals Robin Henry, 1999 **Training and Development** Rebecca A. (Rebecca Anne) Richards, Certified General Accountants' Association of Canada, 2001-03 Catalog of Federal Domestic Assistance , 1980 Identifies and describes specific government assistance opportunities such as loans grants counseling and procurement contracts available under many agencies and programs **Customer Service For Dummies** Karen Leland, Keith Bailey, 2011-03-03 Customer Service For Dummies Third Edition integrates the unbeatable information from Customer Service For Dummies and Online Customer Service For Dummies to form an all in one guide to customer loyalty for large and small businesses alike The book covers the fundamentals of service selling and presents up to date advice on such fundamentals as help desks call centers and IT departments Plus it shows readers how to take stock of their customer service strengths and weaknesses create useful customer surveys and learn from the successes and failures of businesses just like theirs Karen Leland and Keith Bailey Sausalito CA are cofounders of Sterling Consulting Group an international consulting firm specializing in quality service consulting and training for such clients as Oracle IBM Avis and Lucent *Hearings, Reports and Prints of the House*

Committee on Interstate and Foreign Commerce United States. Congress. House. Committee on Interstate and Foreign Commerce, 1976 *Update to the ... Catalog of Federal Domestic Assistance* , 1980 **Writing for Visual Media** Anthony Friedmann, 2014-06-20 This book looks at the fundamental problems a writer faces as a beginner learning to create content for media that is to be seen rather than read It takes you from basic concepts to a first level of practice through explicit methods that train you to consistently identify a communications problem think it through and find a resolution before beginning to write Through successive exercises Writing for Visual Media helps you acquire the basic skills and confidence you need to write effective films corporate and training videos documentaries ads PSAs TV series and other types of visual narrative A new chapter looks at adaptation as a specific script writing problem Writing for Visual Media also lays a foundation for understanding interactive media and writing for non linear content with new chapters that cover writing for the web interactive corporate communication instructional media and video games This book will make you aware of current electronic writing tools and scriptwriting software through a companion DVD which offers links to demos and enriches the content of the printed book with video audio and sample scripts Scripts are linked to video clips that are the produced result of the words on a script page The DVD demonstrates the visual language of scriptwriting shots basic camera movement transitions etc discussed in the book by means of an interactive illustrated glossary video and stills of terms and concepts

ROI at Work Jack J. Phillips, 2005-07-01 Interest in measuring the return on investment ROI of performance improvement interventions has grown exponentially since the 1994 publication of ASTD's *In Action Measuring Return on Investment Volume 1* The success of that book prompted the release of two more ROI in Action volumes in 1997 and 2001 which greatly contributed to a growing body of knowledge on the subject ROI at Work builds on the foundation of those well received volumes and introduces even more examples of ROI application in the government sector as well as a variety of industries including the telecommunications financial services technology and automotive industries Training human resources development HRD human resources and performance improvement professionals will learn valuable lessons from these detailed real world case studies as they work to contribute to the strategic goals of their organizations College instructors and students also will find value in this book as a supplement to standard HRD textbooks Researchers and consultants will find that this book provides solid evidence of the validity of ROI measurement and evaluation practices **Customer**

Service In An Instant Keith Bailey, Karen Leland, 2008-06-01 The In An Instant series is a brand of user friendly engaging and practical reference guides on core business topics which capitalizes on the authors extensive experience and knowledge as well as interviews they have conducted with leading business experts Written in an upbeat and engaging style the series presents 60 tips and techniques with anecdotes examples and exercises that the reader can immediately apply to make their work life more efficient effective and satisfying Customer Service in an Instant offers techniques and tips for maintaining customer loyalty finding new customers understanding customer concerns using technology to develop relationships and

developing essential skills for customer service success *Most Creative, Escape the Ordinary, Excel at Public Speaking Book Ever* Philip Theibert, 2013-02-08 The everything you need to give an outstanding speech book complete with all original material written by a professional speechwriter Customer Education Claudia Gaillard Meer, 1984 To find more information about Rowman and Littlefield titles please visit www.rowmanlittlefield.com 1000 Sales Hook Jarnds Erapadn, 2024-10-21 Unlock your potential with Business Breakthroughs the ultimate guide for leaders entrepreneurs and innovators Packed with 1 000 actionable prompts this e book is designed to ignite fresh thinking sharpen your leadership skills and drive your business to the next level Whether you re looking to inspire your team solve complex problems or find new paths to success these prompts offer practical insights and creative strategies to help you thrive in today s fast paced world Perfect for brainstorming sessions strategy development or personal growth Business Breakthroughs is your go to resource for continuous innovation and leadership excellence Dive in and discover the breakthroughs waiting for you

Commerce Business Daily , 1997-12-31 **Advances in Web Based Learning - ICWL 2008** Frederick Li, Jianmin Zhao, Rynson Lau, Qing Li, Denis McLeod, 2008-08-19 This year we received about 170 submissions to ICWL 2008 There were a total of 52 full papers representing an acceptance rate of about 30% plus one invited paper accepted for inclusion in this LNCS proceedings The authors of these accepted papers came from many different countries We would like to thank all the reviewers for spending their precious time reviewing the papers and for providing valuable comments that aided significantly in the paper selection process Authors of the best papers presented in this conference will be invited to submit extended versions of their papers for possible publication in a special issue of IEEE Internet Computing This was the second time that the ICWL conference was organized in China It was particularly special this year to hold ICWL 2008 in China as the Beijing 2008 Olympic Games were co located in the same country during the conference period We would like to especially thank our Organization Co chair Lanfang Miao for spending an enormous amount of effort in coordinating the local arrangements In fact we would like to thank the entire conference Organizing Committee for their hard work in putting together the conference In particular we would like to express our appreciation to our Registration Chairs Jiying Jean Wang and Lanfang Miao and Treasurer Howard Leung for their tremendous efforts in communicating with the authors regarding registration matters and maintaining the registration lists up to date **Instant-Answer Guide to Business Writing** Deborah Dumaine, Elisabeth C. Healey, 2003-03 Fast accurate answers to all your business writing questions will be at your fingertips when you put this handy carry it anywhere reference to work for you Packed with practical guidance and real world examples it helps you write better business documents in half the time design winning proposals generate e mail that commands attention create presentations and reports that achieve results use visuals to maximum effect choose from many sample documents for inspiration write with greater clarity and impact avoid redundancy stiff phrasing and bureaucratic writing make every word count handle complex technical topics with ease learn the fine art of sending bad news organize formal

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