

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

Michal Rosen-Zvi



Sample Customer Service Training Proposal:

Whispering the Techniques of Language: An Psychological Quest through **Sample Customer Service Training Proposal**

In a digitally-driven earth wherever screens reign supreme and instant communication drowns out the subtleties of language, the profound strategies and mental subtleties hidden within words often move unheard. However, located within the pages of **Sample Customer Service Training Proposal** a captivating fictional value pulsing with raw thoughts, lies a fantastic journey waiting to be undertaken. Written by a skilled wordsmith, that charming opus attracts readers on an introspective journey, softly unraveling the veiled truths and profound influence resonating within ab muscles fabric of each word. Within the emotional depths of the moving review, we can embark upon a heartfelt exploration of the book is key subjects, dissect their charming publishing style, and succumb to the effective resonance it evokes serious within the recesses of readers hearts.

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