

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

Karen Leland, Keith Bailey



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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 an 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

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