

## **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

**M Lipman**



## **Sample Customer Service Training Proposal:**

## Embracing the Track of Appearance: An Mental Symphony within **Sample Customer Service Training Proposal**

In a world consumed by screens and the ceaseless chatter of fast communication, the melodic elegance and psychological symphony developed by the prepared word frequently disappear in to the back ground, eclipsed by the persistent sound and distractions that permeate our lives. But, set within the pages of **Sample Customer Service Training Proposal** a wonderful literary treasure filled with natural thoughts, lies an immersive symphony waiting to be embraced. Constructed by a masterful composer of language, that fascinating masterpiece conducts viewers on a mental trip, skillfully unraveling the concealed melodies and profound impact resonating within each carefully crafted phrase. Within the depths with this touching review, we can examine the book is key harmonies, analyze its enthralling writing model, and submit ourselves to the profound resonance that echoes in the depths of readers souls.

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