

Customer Service Training Course Outline

Foreword:

In order to create customer satisfaction, you need to go beyond good customer service and exceed your customers' expectations with exceptional service. In order to achieve this it is important to ask yourself some questions:

- Do you or your staff have the right skill sets to deliver exceptional customer service?
- Currently how do you improve your Customer Service Skills and approaches?
- Do you strive to continuously improve your customer service?
- Do you listen to your customers and their needs?
- Do you currently listen effectively to uncover the customer's true needs?
- Are internal customers understood and prioritised?

This Customer Service Training Course is for professionals who want to make a significant contribution to their company's image or bottom line and make their own lives easier by consistently providing exceptional customer service.

Outcomes:

- Explain what customer service means in relation to internal & external customers
- Recognise how one's attitude affects service standards
- Master ways to develop & maintain a positive, customer focused, attitude
- Develop needs analysis techniques to better address customer needs
- Apply outstanding customer service techniques to generate return business
- Practice techniques for developing good will through in-person customer service
- Formulate take away techniques for service excellence over the phone
- Gain insight to connecting with customers online
- Master techniques for dealing with difficult customers
- Acquire tools for recovering difficult customers
- Understand when to escalate

Customer Service Training Course - Lesson 1 Who we are and What we do

- Who are customers (internal/external)
- What is customer Service?
- Who are customer Service Providers?

Customer Service Training Course - Lesson 3 Identifying and Addressing their Needs

- Understanding the customer's problem
- Staying outside the box (not jumping to conclusions)
- Meeting basic needs
- Going the extra mile

Customer Service Training Course - Lesson 5 In-Person Customer Service

- Dealing with at-your-desk requests
- The advantages and disadvantages of in-person communication
- Using body language to your advantage

Customer Service Training Course - Lesson 7 Providing Electronic Customer Service

- The advantages and disadvantages of electronic communication

Customer Service Training Course - Lesson 2 Establishing your Attitude

- Appearance counts! (even if not in person)
- The power of the smile
- Staying engaged
- Staying positive

Customer Service Training Course - Lesson 4 Generating Return Business

- Following up
- Addressing complaints
- Turning difficult customers around

Customer Service Training Course - Lesson 6 Giving Customer Service over the Phone

- The advantages and disadvantages of telephone communication
- Telephone etiquette
- Tips and tricks

Customer Service Training Course - Lesson 8 Recovering Difficult Customers

- De-Escalating anger
- Establishing common ground

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Training Budgets Step-by-Step Diane C. Valenti, 2004-01-16 Training Budgets Step by Step is a useful guide that walks you through each phase of the process so that you will have the information you need to develop a successful training plan and accurate budget that will get results for your organization Training Budgets Step by Step gives you Clear cut instructions on how to perform each step An illustrative case study that helps define every phase of the process Blank templates that you can tailor to your organization Written by training expert Diane Valenti the book shows you everything from how to conduct the data gathering process to help determine the types of training to create to how to present a completed budget 3 4 one that aligns strategically with your organization s goals Every step of the way the author provides a wealth of templates worksheets lists of questions to ask action plans flow charts interview summary sheets and other helpful job aids Training Budgets Step by Step also includes a CD ROM that contains the book s worksheets and templates that can be easily reproduced and customized

Marketing Plan Templates for Enhancing Profits Elizabeth Rush Kruger, 2015-11-10 This workbook coaches business leaders to magnify the profits of a business They learn a unique scientific system for predicting and achieving results Their systematic decisions will spark the profits of any business This system comprises all strategic decisions in the marketing plan for a business The first part uses the SWOT Analysis to assess its strengths and weaknesses and identify possible opportunities and threats The SWOT Analysis clarifies the mission target market specialty and suppliers of the business The questions at the end of these four chapters guide business leaders to focus on quality describe key customers compete on strength and delegate weaknesses The next part positions the business relative to its competitors with marketing mix decisions Business leaders specify its products and services and how to distribute promote and price them These four chapters close with questions that lead the business to offer treasures deliver delight trumpet empathy and price as valued The final part motivates them to implement their decisions The closing questions motivate business leaders to target key prospects reward the best concentrate resources and jump into action These twelve decisions transform a marketing plan and build the business Her unique scientific system coaches business leaders to use the 80 20 rule to magnify their profits

10 Steps to Successful Business Writing, 2nd Edition Jack E. Appleman, 2017-11-14 In Today s Business World You Are What You Write Good writing can launch a career It has the power to break through clutter and capture readers imaginations And good writing is not just a skill that marketers must master Most workplace communication takes written form and with the rising number of communication channels social media instant messaging blogs we re writing more and faster than ever With new chapters on electronic communication 10 Steps to Successful Business Writing is your guide to capturing readers attention and imagination Writing instructor and coach Jack Appleman uses examples and exercises to help you write with clarity and confidence This updated edition covers the essentials of how to organize your text to hold your readers attention edit yourself for grammar tone and excess words and master the documents for any workplace

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Effective Grant Writing and Program Evaluation for Human Service Professionals Francis K. O. Yuen, Kenneth L. Terao, Anna Marie Schmidt, 2013-07-29 A state-of-the-art guide for developing grants with a strong emphasis on using program outcome measurement to underscore need and accountability. Based on the authors' many years of experience in the public and nonprofit sectors, *Effective Grant Writing and Program Evaluation for Human Service Professionals* integrates the topics of grant proposal writing and program evaluation, offering grant seekers the practical guidance they need to develop quality proposals, obtain funding and demonstrate service results and accountability. The authors clearly and succinctly illustrate and describe each stage of the grant writing and evaluation process. Problems or issues that arise frequently are highlighted and followed by specific advice. In addition, numerous real-world examples and exercises are included throughout the book to give readers the opportunity for reflection and practice. This timely reference incorporates a strengths perspective, providing an inside look at the grant writing and evaluation processes with insights from experienced grant writers, agency administrators, foundation program managers and grant reviewers. Specific examples of successful grant proposals and evaluation plans and instruments serve as models for learning and practice. Field-tested individual and group exercises facilitate the development of grant writing and evaluation skills. Discussion of electronic technology in grant writing and evaluation, including writing and submitting grant proposals online and identifying funding sources. This grant writing and program evaluation guide follows a needs-driven, evidence-based, result-oriented and client-centered perspective. Its authoritative discussion equips human service professionals to effectively develop grants with a strong emphasis on measuring program outcomes.

Quality Management System Handbook for Product Development Companies Vivek Nanda, 2005-01-27 *Quality Management System Handbook for Product Development Companies* describes a systematic approach for quality management and continuous improvement via a formal management system. The approach centers on a high-level process for defining a QMS from essential prerequisites to improvement mechanisms. The book outlines the five major QMS.

Software Project Management Kit For Dummies? Greg Mandanis, Allen Wyatt, 2000-05-11 The seasoned programmer and novice alike find this reference the ideal resource for getting a project off to the right start. Friendly, practical advice is combined with the latest software in this *For Dummies* edition. Follow your expert guide through planning, development, testing and implementation—the first steps to your project's success. Then get your hands on scheduling, assigning resources and estimating costs, and best of all, making your software happen. The book's CD-ROM includes trial versions of Microsoft Project 2000, Soffrant TRACK and Cost Xpert, as well as templates and a wealth of other planning tools.

The Ten-Minute Trainer Sharon L. Bowman, 2011-01-13 Discover 150 job training room-proven exercises, activities sure to reduce delivery time, increase retention and improve knowledge and skill.

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details Reasons for creating and implementing a CoE How to identify stakeholders and the level of training they require Training and communication tools to consider Ideas for measuring training efficacyTools Resources in this issue are an annual communication training calendar template and an incident communication plan template English Language Training in the Workplace Qing Xie,2016-07-18 Workplace English language training programs represent a corporate investment in language skills enhancement and human capital development This book evaluates English language training programs in Chinese workplaces by examining a range of training effectiveness variables and identifying the factors that facilitate or hinder effective learning outcomes for workplace English training programs and explores the potential benefits of these programs This book will benefit both companies that are developing their training and development strategies and private training organizations that are developing training programs for particular industry and business needs It will also be an excellent resource for learners who are seeking business English communication skills opportunities and trainers who are refining their workplace teaching practice This book reiterates the significance of business English communication skills development programs in terms of the benefits to economic globalization human capital development employability sustainable livelihoods and lifelong learning in China Having conducted a policy evaluation at both the national and local levels this book also informs policy stipulation for corporate employee language training schemes Although this book primarily examines corporate experience in China the findings and recommendations will have important implications for other countries in Asia and worldwide Business Email Writing John Lewis,2025-03-28 Customer Service Is Your Secret Sales Engine Use It Right Most businesses overlook customer service yet it s the key to driving retention revenue and reputation This book gives you the tools and proven templates to transform every interaction into a strategic advantage Turn support emails into loyalty and sales Recover lost customers before they leave for good Use service data to improve products marketing CX Quantify the true ROI of great and poor service Backed by global research and real world examples this guide shows why fixing one complaint can be worth more than a full ad campaign and how smart service drives long term growth If you want more bookings more referrals and more loyal customers start here **101 Sample Write-Ups for Documenting Employee Performance Problems** Paul Falcone,2010-03-24 Whether you re addressing an initial infraction or handling termination worthy transgressions you need to be 100 percent confident that every employee encounter is clear fair and most importantly legal Thankfully HR expert Paul Falcone has provided this wide ranging resource that explains in detail the disciplinary process and provides ready to use documents that eliminate stress and second guessing about what to do and say Revised to reflect the latest developments in employment law the third edition of 101 Sample Write Ups for Documenting Employee Performance Problems includes expertly crafted easily customizable write ups that address sexual harassment absenteeism insubordination drug or alcohol abuse substandard work email and phone misuse teamwork issues managerial misconduct confidentiality breaches social media abuse and more With each sample document also including a performance

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Fire Officer: Principles and Practice Michael J. Ward,2013-12-06 Your Complete Fire Officer I and Fire Fighter II Training Solution The National Fire Protection Association NFPA and the International Association of Fire Chiefs IAFC are pleased to bring you the Third Edition of Fire Officer Principles and Practice the next step in the evolution of Fire Officer I and II

training Covering the entire spectrum of the 2014 Edition of NFPA 1021 Standard for Fire Officer Professional Qualifications the Third Edition includes the following updates Separation of Fire Officer I and II Level content throughout the textbook and student instructor and technology resources The latest developments in social media and media relations NIST research on fire dynamics fire fighter safety and health issues and fireground accountability and rapid intervention practices A reorganization of chapters to improve course delivery including a new chapter on Rules of Engagement New end of chapter tools including Fire Captain Fire Officer II activities and comprehensive case studies that progress within each chapter throughout the textbook All new Voices of Experience essays and Near Miss Reports Addresses the course objectives for FESHE s Principles of Fire and Emergency Service Administration model curriculum Build the next generation of great fire service leaders with the Third Edition of Fire Officer Principles and Practice

PMP: Project Management Professional Exam Study Guide Kim Heldman, 2013-06-10 The ultimate package for preparing you to take the PMP exam Project management is one of the most desired skills in today s IT marketplace and the Project Management Professional PMP exam reflects your level of proficiency and preparedness as a project manager This comprehensive study guide features the Sybex test engine with two practice PMP exams electronic flashcards two hours of audio review as well as two bonus Certified Associate in Project Management CAPM exams The book covers a wide range of project management and exam topics concepts and key terms Not only does this must have resource reflect the very latest version of the exam it is written by popular project management expert Kim Heldman who is the author of the six previous editions of this top selling book Prepares you to take the Project Management Professional PMP exam as well as the Certified Associate in Project Management CAPM exam both offered by the Project Management Institute PMI Covers all exam topic areas plus a wide range of project management processes concepts and key terms Uses real world scenarios and How This Applies to Your Current Project sidebars to fully illustrate concepts Readers get access to invaluable study tools with testing software practice exams electronic flashcards and over two hours of audio review PMP Project Management Professional Exam Study Guide Seventh Edition helps you prepare for the PMP exam and also serves as an essential resource for becoming a more astute project manager PMI CAPM PMP and Project Management Professional are registered marks of the Project Management Institute Inc

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