

Customer Service Skills



Customer Expectations - Enthusiastic, Confident, Well Trained People with the Skills to Deal with Them as Professionals

Customer Service Staff with These Qualities Create Confidence and Trust with Their Customers. Enthusiasm is about Attitude, but Confidence Comes When People Have the Right Skill Sets. 'Customer Service Skills' Shows You How!

Interactive Bite Size Coaching Pack with Simulation

Description

'**Customer Service Skills**' is designed to help participants develop skills in four areas:

Questioning Skills

- Establishing the information to understand the customer's issues and needs
- Probing in key areas where problems or opportunities exist

Active Listening Skills

- Listening to demonstrate a complete understanding of the customer's issues.
- Establishing the full picture to be able to provide the best solution.

Dealing with Difficult Customers

- Recognising four types of '**difficult**' customer
- Managing each customer with the right tactics and approach to achieve a winning solution.

Resolving Complaints

- Applying a structured six step process to managing complaints
- Turning complaints into opportunities.

Simulation Content

In the '**Customer Service Skills**' simulation, participants take the part of Joan Gallins, a customer service person in a secure packaging company. Working in teams, or individually, the scenario unfolds and participants are challenged to ask the right questions, demonstrate active listening, deal with difficult customers and manage two customer complaints.

As they progress through the simulation, participants see how their decisions impact on the business and customer relationships. Once completed, detailed feedback is provided on each decision, which is combined with a scorecard that measures performance in key areas.

What You Will Receive

The easy to use '**Customer Service Skills**' Bite Size Coaching Pack includes:

- The 'Customer Service Skills' business simulation
- PowerPoint slides
- Coaching guide
- Coaching notebook
- Simulation management guide
- Electronic copy of trainer's pack on CD
- A participant notebook for each licensed participant.

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How the Programme Works

This powerful and effective **Bite Size Coaching Pack** is designed to last between **90 – 120 minutes** and to be delivered in **three stages**:

Stage	Activity	Outcomes
Coaching Time: 45-60 Minutes	<p>The coach takes the participants through the programme. This integrates lecture and debate with practical projects and personal exercises.</p> <p>PowerPoint slides, detailed coaching guide and notebook are provided for the coach. Participants have a detailed notebook to use and retain.</p>	<p>The content drives new skills, knowledge and behaviours which are practised in the simulation.</p> <p>Group and individual projects challenge participants to think how they will implement this new learning in their personal roles.</p>
Simulation Time: 30 minutes	<p>Participants are challenged to make decisions on realistic situations they are likely to face in their personal roles. They debate each decision and reach consensus on the best option. The debate is a highly effective step in the learning process.</p> <p>We recommend that participants work in teams of four. However, the simulation works effectively as a one on one coaching aid.</p>	<p>People learn from the experience the simulation creates - reflecting on the decisions they have made and their consequences.</p> <p>This unique approach embeds learning, achieves high levels of retention and – most importantly- gives people the confidence to apply these skills in their personal roles.</p>
Feedback Time: 30 minutes	<p>Participants review the feedback provided by the simulation and then regroup with the coach. The coach will discuss each decision, comparing the decisions taken by each group – or individual – and will clarify which choices are correct and the learning that sits behind them.</p>	<p>Everyone leaves the programme with improved knowledge of how to successfully implement the skills learnt.</p>

Group Size - this will vary based on how comfortable the coach is with large groups. As a minimum, we would suggest 6 and a maximum of 20 participants.

Individual Coaching – the programme works very effectively as a one-on-one event when there is a need to address a specific skill area with one individual.

Equipment You Will Need

To run this simulation event, you will need:

- A pc or laptop for each team, or individual participant, with Windows 2000, XP or Vista
- LCD projector
- Flipchart
- Printer – an option that is useful but not essential.

Customer Service Skills Price List



Prices are for Licences Per Participant Per Annum - UK£ ex-vat

No of Participants	Per Participant per Module	2 Year Discount	3 Year Discount	Customisation Fee
Minimum Order 1 - 8 Participants	345-00 Flat Fee	7.5%	12.5%	Not Available
9-30	37-00	7.5%	12.5%	Not Available
31-50	35-00	7.5%	12.5%	7,500-00
51-100	33-00	7.5%	12.5%	4,000-00
101-250	31-00	7.5%	12.5%	2,500-00
251-500	29-00	7.5%	12.5%	FOC
501+	27-00	7.5%	12.5%	FOC

- Each licence includes one Participant Notebook per person
- Coaching Packs consisting of a Coaching Guide, Coaching Notebook, Simulation Management Guide and PowerPoint slides are provided on the basis of one pack per 25 licences purchased. Additional 'Coaching Packs' are available at a cost of £25.00 + vat each.
- Customisation – this is the process of re-writing the simulation story line into a specific industry.
- Payment terms – with order. Goods are released on receipt of payment.