

Managing Customer Calls



‘The Person on the Telephone Owns the Company's Image’

When Customers Contact ‘Customer Service’ They Expect Enthusiastic, Confident, Well Trained People with the Skills to Manage the Call Professionally. Managing Customer Calls Shows You How!

Interactive Bite Size Coaching Pack with Simulation

Description

Managing Customer Calls is designed to ensure that when a customer calls your **Customer Service Team**, the experience is **positive!** The programme covers

Team & Personal Organisation

- Planning the working day
- Managing high, regular and low call periods.

Greeting Customers

- Defining the standards that deliver a professional greeting for the customer
- Making the customer feel valued – one of the key influencers of buying behaviours.

Resolving Issues

- Dealing with things at the right pace
- Choosing the action that will satisfy the customer
- Minimising customer frustration
- Making customers feel confident that you will resolve their problem.

Call Hand Overs

- Creating a seamless process that creates customer confidence, not disappointment.

Call Backs

- Making sure call backs are reality, not promises that never happen.

Follow-up Action

- The actions that build relationships and make sure customers are satisfied.

Simulation Content

In the **‘Managing Customer Calls’** 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 make decisions on new employees, demands from other departments and deal with customer issues.

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 **‘Managing Customer Calls’** Bite Size Coaching Pack comes includes:

- The ‘Managing Customer Calls’ 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	The coach takes the participants through the programme. This integrates lecture and debate with practical projects and personal exercises. PowerPoint slides, detailed coaching guide and notebook are provided for the coach. Participants have a detailed notebook to use and retain.	The content drives new skills, knowledge and behaviours which are practised in the simulation. Group and individual projects challenge participants to think how they will implement this new learning in their personal roles.
Simulation Time: 30 minutes	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. We recommend that participants work in teams of four. However, the simulation works effectively as a one on one coaching aid.	People learn from the experience the simulation creates - reflecting on the decisions they have made and their consequences. 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.
Feedback Time: 30 minutes	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.	Everyone leaves the programme with improved knowledge of how to successfully implement the skills learnt.

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.

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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.