



Customer Service - A Good Attitude is not Optional

Attitude encompasses every part of the customer service interaction and is the foundation upon which all the skills are built. Even when faced with the challenging aspects of customer service such as dealing with an unpleasant customer you must maintain a good attitude. This workshop will train participants to provide the best customer service possible with the best attitude while finding ways to solve problems. Workshop length and content can be customized to meet your training needs.

How You Will Benefit:

- Recognize that service delivery is an individual response value
- Understand how your own behavior impacts the behavior of others
- Develop more confidence and skill as a problem-solver
- Communicate more assertively and effectively
- Learn some ways to make customer service a team approach

Let's Get Started?

1. Contact us to get more information
2. We will tailor the program for your audience
3. Execute the training solution

What Will Be Covered:

- Who are your customers?
- Understanding and meeting expectations
- Setting standards
- SMART Goals
- Telephone techniques
- Communication skills
- The talkative caller
- Dealing with difficult people
- Steps to problem-solving
- Resolving conflict
- Service PRIDE
- Acting assertively

What's Included?

1. Virtual or Classroom facilitation by an expert facilitator
2. Dynamic Interactive Experience
3. Specialized course workbook and materials
4. Personalized certificate of completion

Who Should Attend:

- Individuals in roles who provide Customer Service to internal and external customers