



## **Customer Service Excellence – Leading the Way**

Customers are focused on their self-interest and want instant self-gratification. That's why it has become increasingly important that organizations be focused on providing top-tier Customer Service. Providing top tier Customer Service starts with the Leader. This dynamic program will help you identify how to build and maintain a highly engaged, top tier Customer Service organization. Workshop length and content can be customized to meet your training needs.

### **How You Will Benefit:**

- Identify ways to establish links between excellence in customer service and your business practices and policies.
- Develop the skills and practices that are essential elements of a customer service focused manager
- Recognize what employees are looking for to be truly engaged
- Recognize who the customers are and what they want
- Develop strategies for creating engaged employees and satisfied customers in whatever business units you manage

### **What Will Be Covered:**

- Who our customers are and what they expect
- Sustaining an individual level of engagement
- Appropriate sharing
- Effective Leadership
- Communication Skills
- Developing a Service Management System
- Managing employee engagement

### **Who Should Attend:**

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

### **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'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