

# Solution Focused “Customer Service Excellence”

(two Days)

“Being on par in terms of price and quality only gets you into the game. Service wins the game.”

Tony Allesandra



# Customer Excellence is one of the most visible and significant aspects of a customer's perception of any organisation.

It will shape their opinions and will often be the differentiator, even above price alone, when the customer chooses to do business with you...In turn creating a massive impact on your bottom line. Everyone in the organisation has the opportunity to either delight or to lose a customer, but by delivering great service, all individuals can make a positive contribution to overall increased customer satisfaction.

## OUR UNIQUE APPROACH

We provide clients with powerful yet straightforward tools, which enables individuals, teams and organisations to significantly increase their likelihood of achieving the results they want or need.

This approach aims to help us understand and change thinking, engaging powerful emotions in order to adopt new and improved solution focused actions and behaviours. All our material has been tried and tested and is delivered in a fun, down to earth pragmatic and solution focused way.

We focus on Solutions, rather than Problems!

## Two Day Solution Focused Programme

The programme has been developed using the human body as key memory points, and in such a way that delegates will be able to relate to the new learnings at any time.

### An introduction to Customer Service Excellence

- Defining Customer Service Excellence
- The skills needed
- What needs to be worked on



## The Face...How we use all of our senses

- How to improve “Customer Communication”...Using our eyes, ears, mouth and nose

## The Backbone

- Getting the right “you”
- You and the team
- An effective CRM strategy

## The Heart...The centre of all that we do

- Develop a positive mental attitude and the self- belief needed to be successful in your role
- Understanding “values”
- Doing the right thing

## The Body...We communicate in many ways!

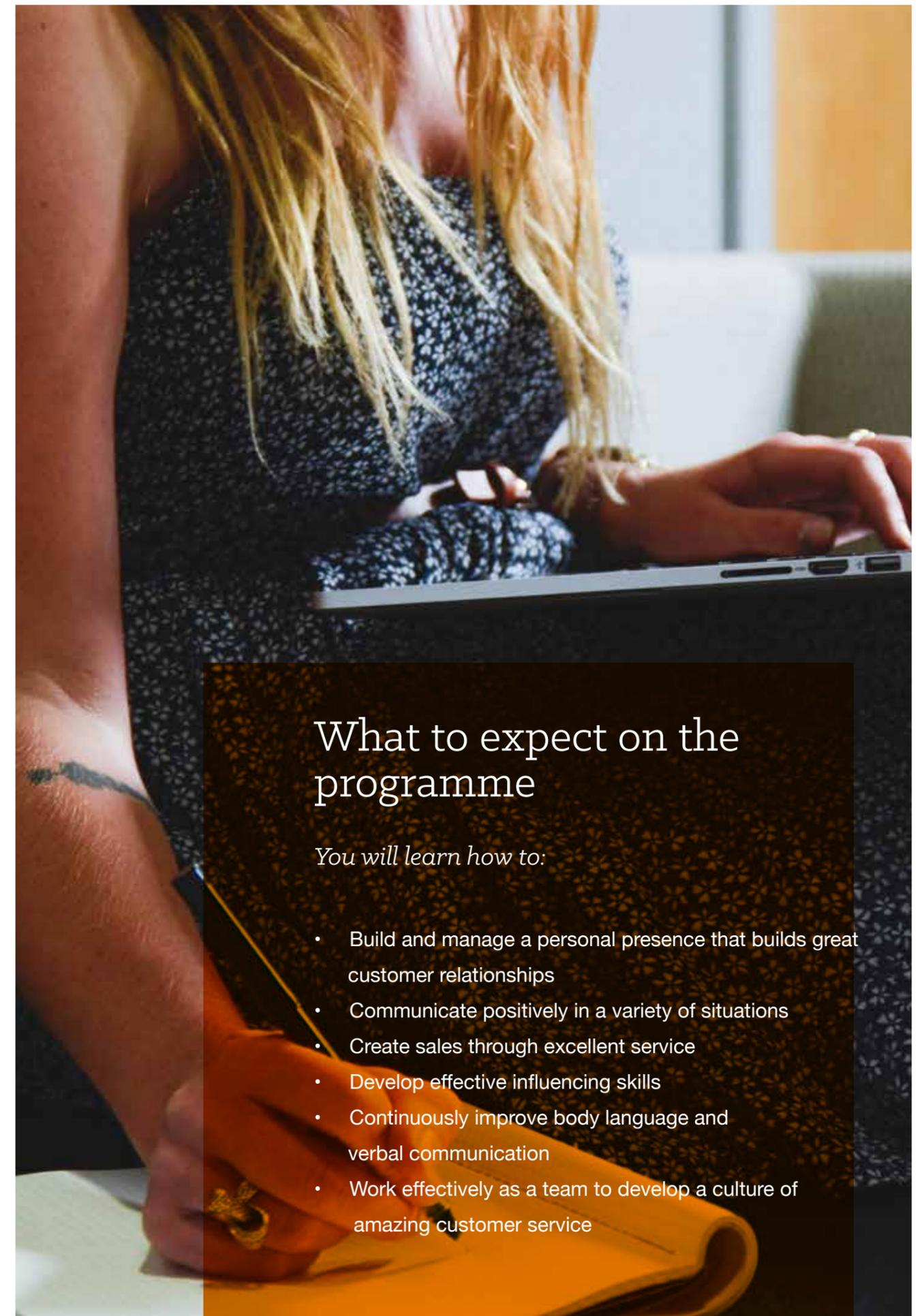
- The different styles of communication
- What we are actually saying!
- Understanding how to become more self-aware

## The Hands

- Taking personal responsibility
- An empowered workplace
- Owning complaints

## The feet...Making it happen

- What happens next
- Putting it into practice



## What to expect on the programme

*You will learn how to:*

- Build and manage a personal presence that builds great customer relationships
- Communicate positively in a variety of situations
- Create sales through excellent service
- Develop effective influencing skills
- Continuously improve body language and verbal communication
- Work effectively as a team to develop a culture of amazing customer service

# Who should attend?

All front line 'Customer Facing' staff both internal and external, and who want to develop and involve the quality of customer interactions. Leaders who want to drive customer service excellence.

## Investment

Motivation for learning

Motivation for applying your new knowledge and techniques

Contact us for your personal bespoke programme

For all enquiries, please contact

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