

# Customer Service Training: Critical Elements of Customer Service

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## Course Overview

This one day workshop is for any employee who deals with the public or who serves those who deal with the public. Customer service skills can increase your value to your company and advance your career at the same time.

## Learning Objectives

At the conclusion of this workshop you will:

- Recognize that service delivery is an “individual response value.”
- Understand how your own behavior impacts on 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.

## Outline

- Introductions
- Learning Objectives
- Defining Customer Service
- Meeting Expectations
- Setting Goals & Targets
- Communication Skills for Excellent Customer Service
- Fundamental Techniques for Handling People
- Tools for Dealing with Difficult People
- The Problem Solving Process
- Seven Steps to Customer Problem Solving
- Resolving Conflict
- Service Pride is a Team Effort
- De-stress Options You Can Use Right Now
- A Personal Action Plan