

EFFECTIVE COMMUNICATION & LISTENING SKILLS TOWARDS PROVIDING EXCELLENT CUSTOMER SERVICE

Administration
and Customer
Service
Series

OVERVIEW

Effective Communication will influence customers when making a decision. Our goal today is to help you understand the impact of different communication techniques, the effect they have on other people, and how improving the way you communicate can make a huge difference in the workplace and at home.

During this workshop we look at the all different types of customer service. It is a misunderstanding that only employees which have direct involvement with customers need these skills, such as a receptionist or a telesales marketer. Perhaps you are company owner, in which case you would be serving customers and your staff.

WORKSHOP OBJECTIVES

- Understand what communication is
- Understand the different ways communication takes place
- Overcome communication blockages
- Make the most of non-verbal and paraverbal communication
- Listen actively and effectively
- How your attitude affects customers
- How to identify and address the needs of your customers
- How using excellent customer service can generate return business
- How to build good will

WORKSHOP OUTLINE

Module 1 :Barriers to communication
Module 2: ParaverbalCommunication Skills
Module 3: Non-Verbal Communication
Module 4: Listening Skills
Module 5: Attitude is a Little Thing
Module 6: Customer Needs
Module 7: Get Them to Come Back
Module 8: Customer Service
Module 9: Rescuing Difficult Customers
Module 10: Escalation
Module 11: Impress Customers Every Time

WHO SHOULD ATTEND?

- Customer Service Personal
- Administrative Staff
- Office Staff
- Secretary
- Sales Professionals



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