

Customer Service Excellence



Option 1: Caring for Customers:

Extraordinary Customer Service in Extra-Ordinary Times

These workshops will focus on equipping participants with tools to promote effective customer service and how those tools can be used to deliver *extraordinary* customer service. These workshops will include interactive learning, direct application to work, and be fun, too!

Three sessions, 2.5 hours each.

Session One: Never Forget!

- We lay the foundation of never forgetting what it's like to be a customer
- 7 Critical strategies to go from Bystander to Ambassador-level customer service
- How to maintain positive customer relations and trust, no matter the circumstance
- Anticipating needs and being prepared to service
- Creating consistent, high impact customer service memories
- It's all about problem resolution
- Doing a Task vs. Creating an *Experience*
- Assignments for next time
- Personal Action Plans

Session Two: Professionalism, Customers, and You

- Office professionalism and etiquette: How we look, what we say and its impact on customers (external and internal)
- Upgrade critical listening skills: checking our assumption making machine at the door
- Upgrading phone skills
- E-mail effectiveness 101 and how to avoid "Keyboard Courage" (conflict avoidance)
- Assignments for next time
- The power of positive attitude in tone of voice and body language
- Mindset is everything
- Real world scenarios

Session Three: Handling Escalations/Defusing Unhappy Customers

- Four steps to defusing angry customers (internal and external)
- Effective conflict communication skills: Your tone sets the tone
- Power of paraphrasing and verification of facts
- Avoiding justification blaming and ending strong
- Resolution best practices
- Real world scenarios
- Internal customer service that R.O.C.K.S.
- Personal Action Plans

Option 2:

This workshop will focus on equipping participants with tools to providing a great customer experience, and how those tools can be used to deliver *R.E.S.P.E.C.T.-ful* service. This workshop will include interactive learning, direct application to work, and be fun, too!

Content will include one 2.5 hour session

R.E.S.P.E.C.T.

Responsive to the needs of both external and internal customers

- We lay the foundation of never forgetting what it's like being a customer
- 8 Critical strategies to go from Bystander to Ambassador-level service
- How to re-boot our Customer Service 'brains' to creating great *Customer Experiences* out of our daily tasks

Equal amounts of respect and candor when conflict arises

- Four steps to defusing Angry Customers (external and internal customers)

Solution focused

- Diving Deep into Phone Skills: Your tone sets the tone; hold or not to hold; owning the problem (vs. shipping it off to someone else)
- Always focusing on problem solving
- Listening to Learn: How the customer tells us—directly or indirectly—how to personalize their experience

Prepare for/be Proactive with all customers

- Anticipating needs and being ready to serve

Excellence in attitude, no matter the circumstance

- The Power of the Positive Attitude in tone, body language and communication

Care about all customer issues

- Creating consistent, High Impact Customer Service Memories

Trust each other to better serve the customer

- How to support each and focusing on continuous improvement

***All options are customized to meet the specific learning objectives
of your company or organization***

Let's get started! We're ready to go to work for you.

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