



# Customer Care Skills

*This course outline should be used to determine whether the course is appropriate for the student, based on current skills and training needs.*

**Duration:** 1 Days

**Introduction:** To be successful at customer care requires an understanding of customer expectations and the skills to exceed that expectation, even when faced with difficult customers. This practical and interactive course provides the personal and professional skills for staff that are often the first point of contact for customers. Throughout the course delegates will have the opportunity to practise customer handling skills with role play, practical exercise and in discussion groups, enabling a confident return to the workplace.

**Audience:** For front line staff in direct contact with customers, either face to face or on the telephone who are required to manage a wide variety of customer expectations.

## Course Topics:

- All About You?
- What Is Customer Care?
- Communication
  - Barriers On The Telephone
  - Active Listening
  - Getting The Right Message
- Behaviour & Image
  - Presentation
  - Body Language
  - Using Your Personal Image
  - Rapport
- Questioning Techniques
- Dealing With Difficult Customers
  - Understanding Behaviour
  - Characteristics
  - Understanding Conflict
  - Stop A Conflict From Escalating
  - Mastering Conflict
- Managing Calls
- Managing Your Time
- Action Plan

