

# Customer Service Skills Workshop

NSL-S0022

2 Days



## Description

This is a two-day workshop that provides an introduction to customer service and telephone skills. The workshop also covers working with unhappy customers and exceeding customers' expectations.

## Prerequisites

- None

## Objectives

Upon successful completion of this course, students will be able to:

- ✓ apply basic customer service skills.
- ✓ use active listening skills.
- ✓ use telephone skills.
- ✓ work with unhappy customers.
- ✓ exceed customers' expectations.

## Outline

### The Basics of Customer Service

- The Costs of Poor Customer Service
- Who is the Customer?
  - External Customers
  - Internal Customers
- Managing Customer Expectations
  - The Importance of Expectations
  - Influencing Customer Satisfaction
  - Changing Your Focus
- Projecting a Positive Attitude
  - Where Does Attitude Come From?
  - Who Pays Your Salary?
  - Who Do You Like?
  - Why Do You Have a Job?
  - The Positive Attitude Test
- Documenting Customer Concerns
  - Embrace the Complaint
  - Resolving, Tracking, and Assessing Concerns
- Working as a Team
  - Understanding the Process
  - Being a Team Player
  - Communicating with Others

### Listening Skills

- Introducing Listening Skills
- Examining Your Listening Skills
- Active Listening
- Re-examining Your Listening Skills
- Empathetic Listening
- Using Questions
- The Role of Silence

Interpreting Responses

Recognizing Individual Sensory Modes

### Making a Connection: Telephone Skills

- Making a Good First Impression
  - Understanding the Importance of the First Meeting
  - Using Your Skills
  - Using Your Seven Seconds
  - The Basics of Making a Good Impression
  - Using Your Skills
- Identifying Callers' Requests
  - Finding Hidden Messages
  - Gathering Information
  - Using Your Skills
- Taking Messages
  - Using Your Message Taking Checklist
  - Could I Speak with Mr. Bolo, Please?
  - He Is at His Shrink's
  - He'll Be Back in a Bit
  - May I Take a Message?
  - Taking a Message Accurately
  - Using Your Skills
- Placing Calls on Hold
  - Asking for Permission Instead of Forgiveness
  - Do Not Ask and Ignore the Answer
  - Why Am I Holding?
  - Timing Is Everything
  - Thank You for Holding
- Transferring Calls

Explaining Why You Are Transferring the  
Caller

Naming Your Replacement

Asking for Permission

Is Anybody There?

Sharing What You Know

Using Your Skills

Leaving Voice Mail Messages

Outgoing Does Not Mean Clever Rambling

Replying to Voice Mail Messages

Leaving Messages for Customers on Their  
Voice Mail

### **Working with Unhappy Customers**

Resolving Complaints

Please Complain to Me!

Do Not Say You Are Sorry

Empathizing for Profit

The Fix Is In

Encouraging Feedback

Using Your Skills

Converting Complainers to Loyal Customers

You Want Complainers as Customers

Making It Happen

Handling Angry and Difficult Customers

Understanding Behavior and Your Role

Winners and Losers

The Key to Resolving Conflicts

Maintaining Your Composure

Calming Customers

Building Trust with Customers

### **Exceeding Customers' Expectations**

Determining What Your Customer Wants

Why You Need to Know What Your

Customers Want

What Do Your Customers Want?

Maintaining Flexibility

Flexibility Is Custom Services and Products

Integrating Flexibility

Flexible from the Beginning

Be as Flexible as the Customer

Overdelivering in the Wrong Area

Developing Partnerships

Owning Problems

Partnering Means Asking

What Else Can This Thing Do?

Partnering with an Interest

Encouraging Customer Feedback

The New Coke Lesson

Opportunities for Feedback

What Happened to All the Customers?