

Customer Service : Customer Service

In this workshop, participants will learn to maximize both internal and external customer service in their organizations, provide an exceptional customer experience, and develop excellent communication skills to be used in their interactions with others. (8 contact hours)

Course Outcomes

Recognize the reasons for ensuring remarkable first customer contacts and the elements of customer satisfaction, while also discovering connections between how you are perceived by others and your own self-awareness

Identify the root of most communication conflicts, analyze habitual response patterns in certain situations and with particular people, and evaluate language and how word-choice can increase the velocity of communications

Evaluate how unspoken communication impacts customer service and develop body language habits that help build rapport and increase communication effectiveness and personal impact