Customer Service
Company Training Proposal

Description

This highly interactive training workshop provides a toolbox of skills for effectively and efficiently handling all types of customer interactions. Participants will learn customer service skills to help improve their performance and present a professional, knowledgeable image that reflects well on your company. At the program's conclusion, you should be able to:

- Describe exceptional customer service.
- Identify the benefits of great customer service.
- Recognize barriers to the delivery of outstanding customer service.
- Adapt to specific customer behavior styles.
- Demonstrate how to measure customer-satisfaction levels and take corrective action if needed.
- Describe techniques for dealing with angry or upset customers.
- Develop a personal action plan to improve customer-service skills.

Course Outline – Developing Outstanding Customer Skills

Myers-Briggs Personality Assessment
- The MBTI instrument, meaning of “preferences”
- MBTI definitions, with self-assessment
- Individual results and verification
- Experiential activities

Customer Service Excellence – How To Deliver Exceptional Customer Service
- Focus on Customer Service Success
- Benefits of Great Customer Service
- Effective Communication & Listening Skills

Managing Customer Expectations by Personality Style
- Understand Yourself and Your Own Personality Style
- Understand and Identify the Personality Style of Others
- Avoid Taking ThingsPersonally
- Expand Your Communication Skills to Get Along Easily with More Customers

The Good, the Bad, and the Ugly: Dealing with Difficult Customers
- Recognize and Respond Effectively to Specific Customer Behaviors
- Understand the Physiology of Anger
- Listen to an Angry Customer So That They Calm Down
• Turn an Angry Customer into a Happy Repeat Customer
• Remain Calm During Interactions with Angry Customers
• Stress Management Techniques

**Tools of the Trade: Vocabulary, Telephone, and E-mail**
• Appreciate the Power of Words
• Avoid Creating Negative Impressions with Words
• Use Persuasive Language Patterns
• Stand Out on the Telephone
• Write an E-mail effectively that Customers Will Read and Understand
• Company Standard Greeting

**Length**
• 12 hours of instructor-led training

**Enrollment**
• Minimum 10 employees

**Cost**
• $200 per employee
• Registration includes *Myers-Briggs Type Indicator*® (*MBTI*®) personality inventory and profile report and all other materials used in class

**Dates**
TBA

**Training Site**
Class may be held at company site or at CVCC

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