

Internal Customer Care

Suitable for organisations who feel that production; sales and external customer relationships are being affected by ineffective communication and empathy between departments

Objective

This participative workshop will demonstrate the importance of the internal supply chain and examine methods to improve attitudes and behaviours between individuals in the organisation

Content Covers:

- Who are our customers?
- Examining the customer supply chain
- What effect do the relationships have on the external customer?
- Communication barriers
- SWOT Analysis
- Developing an empathetic approach
- Basic communication strategies
- Action plans for improvement

Programmes can be tailor-made to your specific requirements.

Course Category

Sales

- o Selling for the non-sales person
- o Pro-active Telephone Selling
- o Gaining Quality Telephone Appointments
- o Maximising Incoming Orders
- o The Principles of Selling
- o Managing and Growing Key Accounts
- o Sales Management
- o Effective Sales Negotiation

Supervision and Management

- o The Effective Supervisor
- o The Motivational Manager
- o Team Leader Development

Communication

- o A Guide to Assertiveness
- o Productive Communication
- o Chairing and Facilitation Techniques
- o Effective Presentation Techniques
- o Negotiation Skills

Self and Team Development

- o Coaching for Success
- o Training the Trainer
- o Instructional Techniques
- o Managing Stress
- o The Power of the Team
- o Effective Goal Setting
- o Professional Customer Care

Skills

- o Internal Customer Care
- o Problem Solving and Decision Making
- o Time Management
- o The Effective Appraisal

Bite Size Training Tasters