

Professional Customer Care Skills

Suitable for anyone within the organisation who is required to handle customers, internal and external, in a diplomatic and professional manner

Objectives:

This one day programme will make delegates appreciate the importance of all customers and show them how to maximize relationships through improved attitude and behaviour

Content:

- Why is customer care so important?
- Who are our customers -Internal and external
- Customer supply chain
- Projecting customer image
- Effective communication
- Telephone technique
- Dealing with difficult situations and customers

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