

CUSTOMER ENGAGEMENT TRAINING

OBJECTIVES OF THE PROGRAMME

This course provides a number of guidelines that will improve the level of customer service in your organization. The aim of this course is to provide the learner with the practical tools that can be used to provide a gold standard level of customer service!

LEARNING OUTCOMES

At the end of the learning process Learners will be able to:

- ▶ Understand the importance of Customer Service
- ▶ Have greater self-awareness and ability to take ownership
- ▶ Demonstrate ways in which to improve customer service within an organization
- ▶ Demonstrate ways in which to deal with difficult customers
- ▶ Handle and apply the necessary steps in handling customer complaints

PROGRAMME OUTLINE

- ▶ Who is my Customer
- ▶ Ways in which to improve customer service within an organization
- ▶ Dealing with difficult people
- ▶ The problem solving process
- ▶ Handling conflict
- ▶ Challenging conversations
- ▶ Individual role-plays and feedback
- ▶ Personal action planning



Who Should Attend:

This very practical programme is recommended for all employees, supervisors and managers.



Duration:

2 Days of facilitation followed by a ½ day of assessments to ensure implementation.



Accreditation:

This short course is outcomes based and Learners who successfully complete their Implementation Projects will be awarded Certificates of Competence.

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