

Customer Service Communications

This 16- or 24-hour workshop provides customer service staff with the necessary skills to communicate effectively on the phone, in writing, and face-to-face. The instructor will relate speaking, listening, questioning, problem-solving, and conflict-management skills to the larger communication and customer service issues.

Key Objectives

- **Identify barriers to effective communication**
- **Increase customer service awareness**
- **Identify ways to handle on-the-job stress specific to customer service interactions**
- **Handle telephone calls courteously**
- **Build rapport with customers on the telephone and in writing**
- **Respond effectively to "problem" customers**
- **Gather information through effective questioning and listening techniques**
- **Solve customer problems with a systematic approach**
- **Document work by writing clearly and quickly (optional module)**
- **Write clear, courteous, effective customer correspondence (optional module)**

Who Should Attend

Anyone who deals with customers face to face or on the telephone

Materials/Texts

Participants receive a 140-page course manual containing consultant-designed exercises and planning sheets to use for on-the-job reference. They will also receive the book *Communicate with Confidence®! : How to Say It Right the First Time and Every Time* (written by Dianna Booher and published by McGraw-Hill).

Class Size

15-20 participants