

Keeping Excellence Alive!

This course is designed for those who want to become more proficient in dealing with difficult customer situations. Whether an internal or external customer is involved, sometimes fundamental customer service skills are not enough. The focus of this course is on increasing efficiency and effectiveness, while reducing stress at the same time.

As a result of attending this workshop, participants will:

- Understand high tech / high touch relationships
- Overcome common communication barriers
- Use four questioning techniques to manage conversations more effectively
- Build rapport with internal and external customers
- Use critical thinking and problem-solving techniques
- Avoid escalating customer complaints
- Develop a service strategy for his/her area

