



Better Customer Care

Distilled from hundreds of workshops, this workshop targets essential and easy-to-implement practical steps to better customer care

PART 1 - ACCOUNTABILITY FOR CUSTOMER CARE

- The tragic consequences of 'Pointing The Finger of Blame'
- The reason people see things differently and what to do about that
- The Tree - a simple and effective way to grow your vital Foundation Skills
- Our actions determine the results we get, so let's get better results

PART 2 - DEVELOPING RAPPORT AND BUILDING GOOD WILL

- The three important customer rapport questions
- What most customers want
- Gain clarity around your customer service goals

PART 3 - THE COMMUNICATION CODE

- The one thing people say they do, but they rarely do
- Why words are not the meaning of your message
- One play on words which totally alters what you thought you said
- Three ways your communication changes under stress

PART 4 - UNCOMMON TELEPHONE COURTESY

- A simple exercise to cure mumbling
- Find out how you really sound when talking on the phone
- The greeting script - every organisation should have one

PART 5 - EMBRACING PROBLEMS AND COMPLAINTS

- Understand why customers complain
- Why you should be glad they told you
- How to handle angry customers
- The diplomatic way to say no
- One method to help you keep cool under pressure

Every participant will leave with three key points and three action steps, creating their own action plan to implement immediately. This is a six hour workshop, but can be adapted to shorter or longer hours.

Many people in Australia have experienced poor customer care, but how can that be so? Surely common sense dictates how to respect and treat our customers? Apparently not.

Your customer care has to be as good as, if not better than, every other business, because that's who your customer is comparing you against: the boutique they just left, the hairdresser, the pharmacy, the coffee shop, the hardware store, the shoe shop ... and the list goes on.

Look after your customers because if you don't someone else will, it's that simple.

Schedule your complimentary tailoring call today

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