

## Extraordinary Customer Service

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### Program Description

**Maintain that customer service edge in a dynamic, changing and increasingly competitive market.**

You will learn strategies and tactics to help stay one step ahead of your competition to retain and delight clients.

In this one-day course, participants will learn by doing -- while developing an awareness and understanding of their own and other's communication styles -- and learn proven feedback techniques for success.

This program is for newer customer service representatives or those who are looking to improve their overall effectiveness, rapport and relations with the clients who look to them for excellence.

### You'll benefit by learning to:

- Create a personal sense of urgency
- Put clients first
- Convey an energetic, positive intonation and inflection throughout all client interactions
- Recognize and avoid complacency
- Accepting responsibility
- Setting and demanding high standards
- Balancing style and substance
- Demonstrate courteous communication with an internal or external client in critical situations
- Using internal team resources to resolve problems
- Managing your emotions when dealing with difficult situations
- Demonstrate active listening
- Construct an action plan following a conversation with an angry client
- Make appropriate responses to empathize with the clients in difficult situations

**Maximum participants:** 12

**Program length:** 1 day