

Exceptional Customer Service Skills Training

This two-day course will help you develop and enhance your customer service and communication skills. It will focus on practical skills development that will greatly increase your customer service abilities.



An exciting and practical 2-day training course from one of the UK's leading providers of communication and conflict training. Designed for people wishing to develop and enhance their customer service, communication and complaint handling skills.

buonconsultancy

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EXCEPTIONAL CUSTOMER SERVICE TRAINING

Introduction

The primary purpose of any business is to create and keep customers. Customer acquisition and retention evolve far beyond service – in fact, customer “service” has reached commodity status. You can get “service” just about anywhere you go. So how do you stand out from the crowd? The people working in customer service must have the correct attitude and the motivation to achieve a satisfactory outcome for the customer and even better, excel at what they do.

This seminar will equip participants with the skills knowledge and attitude to become an exceptional provider of customer service which will exceed the expectations and delight their customers every time they experience service from them. It will also provide participants with the motivation not only to put the new methods into practice but to sustain them and thrive on the delight from their customers

About the Trainer

Tony Buon is a psychologist, educator and author. Tony holds graduate and postgraduate degrees in psychology, behavioural sciences and workplace education. He is also an accredited mediator.

He specializes in workplace psychology, customer services and communication. Tony has lectured at leading universities in the UK and Australia. Among the subjects he has taught are psychology, leadership, HRM, education and communication. He also taught on an accredited MBA programme for Robert Gordon University in Aberdeen, Scotland

Tony was born in Scotland and spent many years living in Australia. Today he lives in London, England. He has worked in more than 35 countries and with many of the world's leading organizations. His work has been featured in publications as diverse as Rolling Stone and the Reader's Digest. He has appeared on CNN, the BBC, Trans-World Sport and many international television and radio stations.

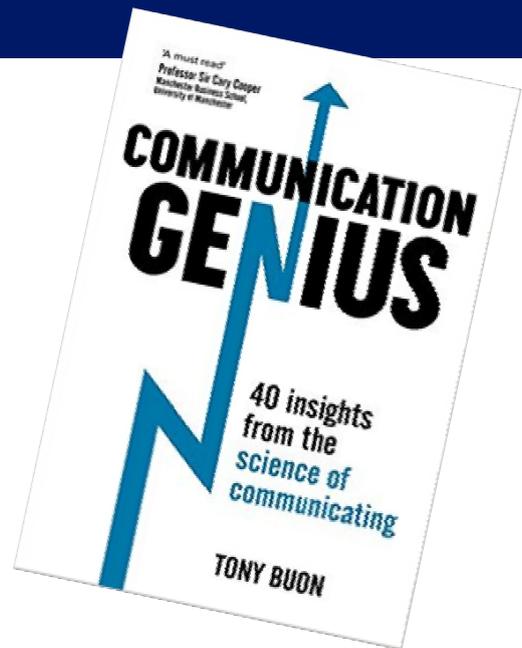
Comments from previous participants:

“...one of the best courses I have ever attended!”

I can't believe how much I learnt. As an experienced consultant, I thought I knew it all, this course truly expanded my customer service skills”

“...the trainer was excellent and the individual feedback and advice fantastic”

“This course will make me a better at my job, I have new skills I can use every day in dealing with all my customers”



All course participants will get a free copy of Tony's new book, *Communication Genius: 40 Insights from the Science of Communications* to keep as a valuable post-course reference and guide.

The Course

This 2-day course will cover topics such as; dealing with 'difficult' customers, removing the barriers to communication, reducing conflict and tension, handling complaints proactively, improving cross-cultural communication and the science of body-language.

Course Objectives

- ▼ Explain why giving good service is important
- ▼ Define what customers are looking for in terms of service provision
- ▼ Describe the practices of a world-class customer service provider and model their own performance on those practices
- ▼ Assess the current value of your organisation's "customer experience"
- ▼ Identify your internal and external customers and the service levels expected
- ▼ Develop interpersonal skills to a higher level
- ▼ Describe how to deal effectively with 'difficult' customers
- ▼ Explain how to turn complaints into opportunities

Exceptional Customer Service Training: A 2-day On-site Course



The Benefits of attending this course

1. Develop practical skills with application in all customer service roles
2. Learn about human psychology
3. Improve your communication skills
4. Learn how to handle 'difficult customers' and situations
5. Motivate yourself to provide exceptional service to others
6. Understand the best ways to defuse a conflict situation
7. Learn what is true and false about 'body language'
8. Develop your cross-cultural communication skills
9. Appreciate the best way to handle a complaint and turn it into an opportunity
10. Apply 'best practices' in resolving conflict and tension

The Course

Day 1: Delivering excellent customer service: skills & competencies

- ▼ The Exceptional Customer Service Framework
- ▼ The benefits of excellent customer service
- ▼ Customer psychology: what are your customers expectations?
- ▼ Being assertive, rather than passive or aggressive
- ▼ Saying 'no' professionally
- ▼ Dealing with 'difficult' people
- ▼ How to avoid taking things personally (and home) with you

Day 2: Enhancing your interpersonal and conflict resolution skills

- ▼ Improving your communication skills for customer service
- ▼ Cross-cultural communication
- ▼ The science of Body-Language
- ▼ How to perfect your listening skills
- ▼ Turning complaints into opportunities
- ▼ Resolving conflict professionally
- ▼ Defusing tension and crisis
- ▼ Personal action planning