



Customer Service

How to solve problems and build strong relationships

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1 Day: CUA Ref: # 7643211

Course Overview

Everyone has customers. They are people to whom you provide services, products, or both. They can be the person in the office next door, your boss, your staff, other people within your organisation or outside of it. If you're providing something to someone who needs it or wants it – then you have a customer.

How effectively you provide what your customers require will almost certainly determine how successful you become.

Customer Service is an intensive one-day program that develops vital competencies in service delivery that will delight your customers and enhance your reputation.

Participants will learn clever techniques to quickly understand what their customers really want and practise problem solving strategies to build stronger relationships.

Recommended For

Line staff, supervisors, team leaders all the way through to senior managers. This program is for everyone in every organisation.

Benefits

For the organisation

- Staff who can deliver what their internal and external customers want; and
- An organisation where service delivery is performed to an exceptional standard.

For individuals

- An approach to customer service that is empowering;
- Increased confidence to provide what is required; and
- Higher performing teams and individuals who report to you.

Learning Outcomes

By the end of the program participants will have:		
• Discovered the principles and value of quality customer service;		• Practised effective techniques for managing challenging, angry, aggressive or frustrated customers;
• Analysed the importance of a win / win attitude and staying energised;		• Developed win / win strategies to put into practise back at the office; and
• Investigated creative strategies for building relationships, solving challenging issues and exceeding customers' expectations;		• Assembled a complaints log to drive continuous improvement.

Training Methodology

This is a highly interactive and practical program in which participants will:	
<ul style="list-style-type: none"> Discover systems, methods and techniques that work successfully. 	<ul style="list-style-type: none"> Presented their plans and received feedback.
<ul style="list-style-type: none"> Detail and share a personal work-related issue. 	<ul style="list-style-type: none"> Record their learning.
<ul style="list-style-type: none"> Apply the learning to a work-related problem in the form of a plan. 	

Presenter

Robert Hounsell is a highly experienced training manager who is internationally recognised and is regularly called on by companies like Barclays Bank to conduct training courses in the UK and Africa. He has consulted to many global companies and conducted training programs in Australia and 13 countries across Europe, the Middle East and Africa. Robert is Director of Training with the Applied Innovation Centre.

Duration - Dates - Venue	Fees per person (including GST)
1 day	\$324 CUA Members
<u>Click here for dates</u>	\$440 Individuals
St. Catherine's College 2 Park Road, Nedlands	\$330 Groups of 3 or more
Free onsite parking	Lunch, morning / afternoon tea included

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**Discover it, learn it, practise it, make it your own,
then *do it for real!***

Cancellations

No refunds will be made on cancellations received after 7 days prior to the event.

Privacy Statement

The Applied Innovation Centre respects your right to privacy and will not provide contact details of course participants to third parties.

Results through **INNOVATION**

