

Gearing You For Growth

Bursaries | **Business Skills** | Coaching and Mentoring | Computer Skills | E-Learning | Learnerships | Skills Development | Virtual Training

Customer Service Training Managing Customer Service

Course Overview

The need to lead, model, and promote the organizational values within a customer service environment is essential for business success.

This one-day workshop will provide delegates with opportunities to explore their responsibilities within their role as a leader (supervisor or manager) in a customer service environment.

Course Objectives

This one-day workshop will teach delegates how to:

- Identify ways to establish links between excellence in customer service and your business practices and policies.
- Develop the skills and practices that are essential elements of a customer service-focused manager.
- Recognize what employees are looking for to be truly engaged.
- Recognize who the customers are and what they are looking for.
- Develop strategies for creating engaged employees and satisfied customers in whatever business units you manage.

Prerequisite

There are no prerequisites.

Target

This course is for Administrators, Supervisors, Managers, Sales Managers, Sales Teams, Account Managers, Agents or anyone engaging with customers via telephone, email or face to face.

Duration

- 1 Day



Course Outline

The Six Critical Elements of Customer Service

The first part of the course will be spent exploring the six critical elements of customer service:

- A customer service focus.
- Defined in your organization.
- Given life by the employees.
- Problem solving.
- Measure it.
- Reinforce it.

Understanding Leadership

Next, delegates will explore what leadership is all about. Paul Hersey and Ken Blanchard's Situational Leadership II® model will be discussed, as well as Robert Greenleaf's concept of servant leadership. Techniques for managing performance and conducting onboarding and orientation will also be discussed.

Five Practices of Leadership

This session explores the five leadership practices developed by James Kouzes and Barry Posner in The Leadership Challenge.