
First Class Service Behaviours

This range of personal behaviour workshops is aimed at anyone who deals with customers helping them to deliver a powerful service message. The sessions aim to enhance customer service skills whilst focusing on tangible service behaviours. The six modules complement one another.

Introduction to Customer Service – 1 Hour

This workshop introduces the basic concepts of customer service and the fundamental importance of service excellence to any business. It also looks at how we, as customers, perceive large brands in regards to their customer service and what makes them stand out from the competition. The session then goes on to look at the skills and attributes required to provide first class customer service. The module will also introduce staff to the training journey we will be following on future modules, building on the current skills and attributes that the team/individual may have.

Effective Communication – 1 Hour – 1.5 Hours

This workshop looks at Mehrabian's Rule concentrating on how we communicate and the messages customers pick up from us during this process, through our body language, tone of voice and the words we use. This is known as the 3 Vs – Visual, Voice, Vocal. The module looks at the importance of how we present ourselves, the importance of the message and how powerful positive language is.

Effective Questioning – 1 Hour – 1.5 Hours

This workshop works well in conjunction with 'effective communication' and looks at various questioning styles we can use to reach our goals. The main focus is on the different types of question available to us and applying the most appropriate one to the situations we find ourselves in.

Active Listening – 1 Hour

This workshop looks at our listening skills, how we can enhance them and what the barriers are to being an excellent listener. It focuses on the importance of why we need to listen to our customers and offers some great tips on ensuring we become effective listeners.

Assertiveness – 1 Hour

This workshop builds on all the previous workshops and is designed to show that even with all the other skills and attributes attained our behaviour towards other people and how we apply ourselves is just as important. It looks at when we might be being passive, aggressive or assertive and the various interactions involved.

Dealing With Challenging Customers – 1 Hour

Despite having a whole variety of customer service skills at our disposal, we still cannot necessarily predict how the customer is going to behave towards us; this workshop looks at why some people can be difficult and helps us to understand their behaviour, whilst ensuring that any issues are resolved effectively.
