

Syllabus

COURSE SPECIFICATIONS

DURATION

Training is given in 1 day (6 hours)

(The content and the duration of this session can be adapted for a personalized on-site training.)

TARGET AUDIENCE

Team leaders,
Department Supervisors,
Customer Service Managers.

DELIVERY METHOD :

Instructor-led, group-paced, classroom-delivery learning model with structured, hands-on activities

Follow-up available (Optional)

CERTIFICATION

Training Certificate

ACCREDITED BY EMPLOI-QUÉBEC

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Corporate Training

"Customer service" Series

Effective Leadership in Customer

DESCRIPTION

Effective Leadership in Customer Service is designed for people who manage and supervise frontline and service staff who work directly with customers.

Participants attending this training will understand what it takes to keep employees motivated and performing at their best.

OBJECTIVES

Allowing the participant to:

- To recognize the importance of a Customer Service approach.
- To gain awareness of methods and techniques to empower and sustain the Frontline and service staff
- To implement a "Five Star" attitude within the team.

COURSE CONTENT

Customer Service and the customer

- Customer service
- Steps to quality service
- The benefits
- The principals
- How to improve customer service
- Who is the customer?
- What does he expect?
- The 5 rules

Complaints and the unsatisfied customer

- Why do we lose a customer
- Why should you worry
- Transform complaints into satisfaction
- Complain management process

Leadership

- Leading by example
- Goal setting and planning
- Empowerment and motivation
- Empowering behaviours
- Coaching vs Managing
- Resistance to change
- Conflict handling
- Methods to deal with difficult behaviours
- Communication
- Evaluations
- Performance indicators

Elaborate personal action plan