

Customer Care, Telephone & Time Management Techniques



Workshop Content:

This one day Customer Care, Telephone and Time Management Techniques workshop will review the following:

- **The difference between customer service and customer care**
- **Who are your customers?**
- **What does poor customer service look like?**
- **How do you provide excellent customer service?**
- **The benefits of excellent customer service**
- **Methods of communication**
- **Effective communication techniques**
- **Handling telephone calls professionally**
- **Planning the outgoing call**
- **Effective time management**

The workshop is designed for active participation with various breakout exercises. All attendees are encouraged to fully participate and contribute to the activities undertaken.

Duration: One Day

Introduction:

Whether you are dealing with customers face-to-face or via other communication methods it is important to provide excellent customer service in a positive and professional manner and create a good impression every time. The productivity of individuals and organisations hinges greatly on their ability to plan and manage time effectively. An effective person will use their time appropriately, minimise disruptions and avoid procrastinating. Demonstrating effective time management skills will enhance your reputation as a credible professional at work, help reduce your stress levels, help improve your work-life balance and help you cope with change better.

Course Aim:

The workshop will enable participants to identify their customers, how they can provide an excellent level of customer service, and the benefits of doing so. It will also provide an overview of various methods of communication and when these should be used. Participants will learn how to better organise themselves, set their priorities, and be more focused and productive at work, in order to make the best use of their time.

Training Suitable For:

The course is suitable for anyone who communicates with customers and wants to improve their telephone and time management techniques.

Learning Objectives:

- To understand the importance, benefits and key elements of excellent customer service
- To understand the impact of verbal and non-verbal communication
- To identify methods of communication and when they should be used
- To identify various communication techniques
- To learn how to manage conflict and handle complaints effectively
- To learn how to create a professional image on the telephone and handle calls effectively
- To understand the importance of effective time management
- To identify various tools/steps that can be used to manage your time better
- To improve your email habits and make meetings more effective

Smart HR Solutions Limited

6 Hilltop Rise, Farmhill, Douglas, Isle of Man, IM2 2LF

Phone: +44 1624 619619

Mobile: +44 7624 478764

Email: gail@SmartHR.co.im

www.SmartHR.co.im