

The Art of Excellence in Customer Care

Maximum Participants: 16

Duration: One Day

Timings: 09:30 – 16:30



Suitable for

All those who deal with customers/clients/service-users as part of their role and/or need to deal with complaints or 'difficult customers' effectively.

Aim

To explore what the meaning of excellent customer care. You will develop strategies for managing complaints, difficult situations with customers and clients and turning these into opportunities for transforming services.

Learning Outcomes

By the end of the course, you will be able to:

- ➔ List the key characteristics of good and poor customer care
- ➔ Identify the words, actions and gestures which ensure excellent customer care
- ➔ Assess customer care in your organisation at present and identify areas for future development
- ➔ Recognise the role of perception and communication differences in difficult situations
- ➔ Break down the complaints handling process into key, manageable steps
- ➔ Use a set of tools and strategies to deal with 'difficult customers' and complaints

You will also leave the course with:

- A sense of achievement
- A Personal Action Plan to take your learning further
- A toolkit of techniques and practical ideas for releasing your potential

Training Style

All courses are interactive, using diverse participatory, 'brain-friendly' training methods including: exercises; games/quizzes; handouts and workbook; small/large group discussion; skills practice and trainer input.

All courses are accompanied by a **Welcome Pack** (including some essential pre-course activities to prepare for learning) and a **'Bonus Pack'** after the training with additional tools, and follow-up activities to support transfer of learning to the workplace. (*email required)

Other Courses to consider (Visit my website for details of these and other courses)

- ➔ Care Matters: Involving and Consulting Clients and Service-users
- ➔ Care Matters: Protecting Client Confidentiality and Professional Boundaries
- ➔ Diversity: Valuing Difference When Working with Others
- ➔ Effective Team Working – Play Your Part
- ➔ Effective Telephone Skills
- ➔ Influencing and Persuading Skills
- ➔ Internal Communication – Don't hear it on the Grapevine
- ➔ Managing Grievances and Discipline in the Workplace
- ➔ Negotiation Skills
- ➔ NLP in the Workplace (2 Days)
- ➔ Resolving Differences and Conflict

Mike Phillips Training

Releasing potential through learning and development



"A really interesting and worthwhile day – thank you Mike."

Course Participant

Age UK

"An engaging session – Well planned and delivered by Mike..."

Innovative and something I will take with me through my career..."

Interactive, colourful and fun...

Brain-friendly learning was brilliant."

Course Participant

FIE



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