

Duration 1 day

Overview

The purpose of this course is to improve levels of customer service throughout an organisation. Customer care approaches need to be firmly rooted within the culture and practices of an organisation and ideally this programme should be rolled out across whole departments.

We take an interactive approach, using a variety of teaching models including lecturer input, role-plays, individual and group exercises to allow delegates to explore their previous experience in this area and experiment with a range of situations in a non-threatening environment.

Recommended for

This course is suitable for all staff.

Objectives

At the end of the training the delegate will be able to successfully:

- List five principles of customer care
- Chart their own working relationships, identifying interactions and interdependencies
- Define the company's or organisation's customers
- Discuss the company's/organisation's image
- Identify techniques for dealing with difficult customers
- Draw up a personal action plan

using the documentation and support provided.

We recommend following up this course with workshops, participant meetings or telephone calls to encourage the implementation of the action plan. Such follow-up can be carried out directly by Clearer Thoughts or by client departments or by managers following briefings provided by Clearer Thoughts.