

# *Customer Service Training : Managing Customer Service*



Learn, explore, share and expand your horizons



# Customer Service Training: Managing Customer Service

The need for leading, promoting, and enhancing a customer focused culture, are essential within every organization. This one-day workshop will provide you with an opportunity to explore your responsibilities within your role as a customer service agent. As we discuss the various skills and techniques, you will be able to draw from your own personal and varied experiences to share elements of reward and challenge. Consider this workshop as a re-energizing time to build and expand from where you are now.

## Course Details

- Introduction and Course Overview
- Changes in Customer Service
  - Identifying Change
  - Identifying Your Customers
- Creating Excellence
- Communication Skills
  - Active Listening
  - Asking Questions
- Suspending Frame of Reference
- Stereotypes
- Giving Undivided Attention to Others
- Leadership
  - The Characteristics of a Leader
  - The Situational Leadership Model
  - Additional Information about Leadership Profiles
- Engaging Employees
- Alpha Leaders
- Developing a Service Management System
- Workshop Wrap-Up

## Course duration: One day

### Course Rates:

Founding & Corporate Members	AED 1,800
Associate Members	AED 2,200
Non Members	AED 2,500



For additional information, please contact:

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