

2 DAYS EMPLOYEE ENHANCEMENT SKILLS: EFFECTIVE CUSTOMER SERVICE - PSYCHOLOGICAL APPROACH

INTRODUCTION

People are “emotional buyer” as they buy from people they like. You may have the best products at the lowest price, however, if a potential client doesn’t like you, they are likely to go away. Customer service is all about human psychology. “People to people” will be the way that organizations secure competitive advantage in over-crowded marketplaces. Learning and practice how to give great services will be the key to organizational success. Managing feeling, expressing empathy and being able to see positive aspects in all situations are invaluable traits in customer service representatives.

BENEFITS FROM THE COURSE

As a result of practicing these skills, the participants will gain the added benefit of:-

1. Enhancing awareness towards oneself
2. Enhancing ways to improve customer service
3. Enhancing competitive advantage and customer loyalty
4. Enhancing effective communication
5. Turn complaints into opportunities



CONTENT OUTLINE

1. Understanding What is Customer Service (External and Internal)
2. Self Awareness , my communication styles
3. Customer Service Skills with “Care-Act” Model
 - Care – Caring Attitude
 - Affirm Intention with action
 - Relationship Establishment
 - Exploration
 - Act – Anchoring on Selected Issue
 - Catalyst of Change
 - (Positive Reframing)

WHO SHOULD ATTEND

HR Professionals, Managers, Supervisors and Team Leaders who want to improve their people management skills.
Maximum 25 participants per workshop.

**HRDF Claimable
Under SBL Scheme**

For further information, kindly contact us at 03-8063 8981 / 016-227 1375.