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# Training Specialities

## REINFORCE 'CUSTOMER SERVICE'

**Customers are demanding there is no question about it. In order to meet their demands and encourage them to come back for return business, your staff has to be ready, willing, and supported in order to serve them.**

*"Customers are telling businesses, 'I don't care if every member of your staff graduated with honors from Harvard, Stanford, and Wharton. I will take my business and go where I am understood and treated with respect.'" - Karen Boylston, former director of the Center for Creative Leadership*

Providing excellent customer service consistently is not an easy task. If we don't give our customers what they need and want, and we don't deliver it in a way that is acceptable to them, or indeed in a manner that exceeds their expectations, then we will lose them.

Customer Service Management could be a deciding factor for new and developing employees as well as managers in terms of how to define customer service, define organization standards, how to deal with difficult customers, develop strong communication skills and more. Our customizable customer service training course is designed for organizations to develop world-class customer service executives in the workplace. [Go to Top](#)

### **1. Customer Service**

*"You will never change your life until you do something daily. Success is found in your daily routine." - John C. Maxwell*

Today it's crucial that all staff members are able to engage with clients using a variety of impulse skills depending on the customer's needs. While many companies promise to deliver an incredible customer experience, some are better at delivering than others. This course is designed around six critical elements of customer service that, when the company lives them, bring customers back to experience service that outdoes the competition. Your staff will appreciate attending this fully interactive course and will learn vital new techniques and share experiences with people in similar roles from other companies.

Learning objectives of this workshop includes:

- Demonstrate a customer service approach
- Understand how people response to your behaviour, identify some coping strategies, and discuss the difficult person they find most trying

- Key problem solving techniques to turn unhappy customers around and display skill and confidence for solving customer problems
- Understand and use telephone techniques and key communication skills including empathy, body language, asking questions, and listening.
- Understand the way to deal with difficult customers, conflicts with customers and stress using key techniques.
- Identify the critical areas that customers have expectations for
- Providing customer service by making selections

**Duration: two days**

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## **2. Customer Service Training for Managers, Supervisors and Leaders**

*“You can never cross the ocean until you are willing to lose sight of the shore.”* - Christopher Columbus

For leading a business success, it is essential to pilot, model, and promote the organizational values within a customer service environment. Participants will be provided with the opportunities to set up their leadership responsibilities in a customer service environment. Participants will learn the standards for meeting both company and customer’s expectations and areas needing more attention in the organizations. This training workshop will help participants regain their strength to fabricate and develop from where they are now. Attending this workshop invites opportunity for the leaders or managers to share fundamentals of incentive and challenge by portraying from their own individual and diverse experiences while discussing the various skills and techniques.

### **Participant will learn to:**

- Identify what employees want to be truly connected.
- Understand the relationship between excellence in customer service and your business practices and policies and recognize the ways to ascertain the link between them.
- Develop the skills and practices that are essential elements of a customer service-focused manager.
- Recognize what customers are looking for and who are they.
- Build up strategies for creating engaged employees and satisfied customers irrespective of the kind of business you manage.

**Duration: one-day**

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### **3. Call Centre - Sales and Customer Service**

*“It is not the employer who pays the wages. Employers only handle the money. It is the customer who pays the wages.” - Henry Ford*

Call centres are a business element that is here to stay, whether we choose to embrace them or cannot stand being interrupted by their calls. Call centre agents can learn to maximize their telephone-based work, including effective listening techniques and make their voice heard by the customers. Participants will discover in depth the elements of sales and customer service skills associated with each telephonic interaction they make throughout this energizing and practical workshop.

#### **Participants will learn:**

- Questioning, listening and effective negotiation skills
- How to say “no” and ways to convey bad news
- Techniques for active listening and staying focused.
- Vocal techniques that will enhance their speech, communication ability and ways to customize their scripts
- The value of personalizing their interactions and developing relationships
- To create and deliver meaningful messages and its importance to generating sales.
- Aspect of verbal communication such as tone, cadence, and pitch
- Techniques of managing difficult customer, negotiating better and tools to deal with phone tag.
- The nuances of body language and verbal skills
- How to manage stress through personalized technique.
- How to facilitate their communication through the use of effective tools

**Duration: three-days**

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**Note:** The above programs can be custom design specific to organization’s objectives. This may vary the workshop duration and contents of the course. For further information please contact at +91-9920471797/022-28021797 or email at [info@reinforceinsights.com](mailto:info@reinforceinsights.com)