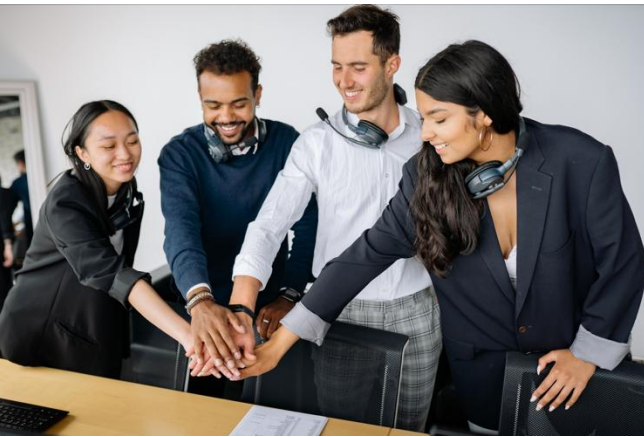


1 DAY

CONFIDENT CUSTOMER SERVICE



Customer Service Course

COURSE OVERVIEW

In today's competitive economy, attracting and retaining clients is vital – and great customer service is at the heart of it. Whether you're dealing with customers face-to-face or over the phone, it's essential to develop the skills to keep conversations engaging, gather the right information, and leave every customer or prospect with a lasting, positive impression of your company.

TOPICS COVERED IN THIS COURSE

LEARNING OUTCOMES

- Ensure employees consistently present a positive image of the company and handle customers with professionalism in every interaction.
- Strengthen the brand by delivering service that builds trust, loyalty, and lasting customer relationships.
- Boost employee confidence in dealing with difficult customers by equipping them with practical techniques to stay calm and solution-focused.
- Enhance overall communication and customer service skills, including listening, empathy, and problem-solving, to meet a wide range of customer needs.
- Encourage a customer-first mindset that creates positive experiences and adds long-term value to the organisation.

Foundations of Communication

Build strong communication skills through active listening, effective questioning, and clear, simple language

Communicating Beyond Face-to-Face

Learn how to connect with customers confidently over the phone, email, and other non-visual channels.

Body Language and First Impressions

Understand the impact of body language and how a simple smile can set the tone for positive interactions.

Using Your Voice Effectively

Explore how tone, pace, and word choice directly impact customer engagement, and learn to adapt your voice to create positive, lasting impressions.

Building Rapport

Identify customer personality types and discover strategies to adapt your approach, strengthen rapport, and create smoother, more productive conversations.

Handling Difficult Customers with Confidence

Boost confidence and assertiveness when facing challenging situations, maintaining control under pressure while turning potential conflict into constructive dialogue.

Accountability and Problem Solving

Learn how to take responsibility without unnecessary blame, use questioning skills to uncover customer needs, and develop solutions that reinforce trust.

Representing Your Brand

Align your behaviour with company values by delivering on promises and leaving customers with a lasting positive impression.