

Customer Service at its “Best” Is when I am at my best

Length: One Day

Course Content

1. Pre session on line questionnaire
 2. Customer service challenges that you are facing
 3. Obstacles to addressing/overcoming those challenges
 4. Customer service is a top down – inside out process
 - a. You tend to follow the culture of the organization
 - b. Your own inhibitions tend to block your total effectiveness
 - c. Owning more of yourself
 5. The power to choose your response
 - a. Listen for possibility
 - b. Level of engagement for total comprehension
 6. Rate the team: your demonstrated ability to do customer service at its “Best”
 7. Action plan to improve the team – specific action steps
 8. Honorable closing
- b. evaluating current use of the best practices
 - c. build a workable plan to further develop best practices with the team

The program will be 30% presentation, 50% skill practice, 20% interaction with the facilitator.

The purpose of this program will be to raise the possibility of this team doing customer service at its “Best” by

- a. exploring best practices