

Customer Service

This workshop is for any employee who deals with the public or who serves those who do deal with the public. Customer service skills can increase your value to your company and advance your career at the same time. The need for leading, promoting, and enhancing a customer-focused culture is essential within every organization. This workshop will provide you with an opportunity to explore your responsibilities within your role as a customer service agent. As you discuss the various skills and techniques, 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.

Workshop topics:

- Identify ways to create an atmosphere of excellence
- Learn how to suspend your frame of reference
- Develop a culture that will motivate employees to perform and to be engaged in meeting customer needs
- Recognize who the customers are and what they are looking for
- Learn what kind of leader you are and how to play on those strengths
- Develop a service management system
- Clearly identify how you can become for effective in dealing with customers.
- Identify opportunities within the scope of your authority for dealing effectively with others.
- Identify the criteria for fair and responsible response to all customers.