301-258-8200 | Sales@PhoenixTS.com | www.PhoenixTS.com

View Full Course Details including Latest Schedule Online

Anticipatory Customer Service Experience Training

BONUS! Cyber Phoenix Subscription Included: All Phoenix TS students receive complimentary ninety (90) day access to the Cyber Phoenix learning platform, which hosts hundreds of expert asynchronous training courses in Cybersecurity, IT, Soft Skills, and Management and more!

Course Overview

Through discussion, group, and individual activities, this one (1) day course teaches the critical elements of customer service that, when the company lives them, bring customers back to experience service that outdoes the competition.

At the end of this course, participants will be able to do the following:

- Demonstrate a customer service approach
- Understand how your own behavior affects the behavior of others
- Demonstrate confidence and skill as a problem solver
- Apply techniques to deal with difficult customers
- Make a choice to provide customer service

Schedule

Currently, there are no public classes scheduled. Please contact a Phoenix TS Training Consultant to discuss hosting a private class at 301-258-8200.

Duration

1 Day

Price

$895

Course Outline

Module 1: What is customer service?

- Definitions
- The First Critical Element – A Customer Service Focus

Module 2: Who Are Your Customers?

Module 3: Meeting Expectations

Module 4: The Second Critical Element – Defined in Your Organization

- What are Our Standards?

Module 5: The Third Critical Element – Given Life by the Employees

- What do you think?

Module 6: Communication Skills

- Empathy
- Defining Communication
- Asking Questions

Module 7: Telephone Techniques

- Telephone Basics
- Handling Everyday Requests
- Tips and Tricks

Module 8: Dealing with Difficult Customers

- Small Group Work

Module 9: Dealing with Challenges Assertively

- An Assertiveness Model
- Small Group Work

Module 10: The Fourth Critical Element – Be a Problem Solver

- Reducing Conflict
- Problem Solving in Six Steps
- Role Play

Module 11: The Fifth Critical Element—Measure It

- Tools to Use
- Measurement in Practice

Module 12: The Sixth Critical Element – Reinforce It

- Reinforcement Techniques
- Power Talk

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Starting at **$895**

ATTENTION

For GSA pricing or Contractor quotes call 301-258-8200 – Option 2.

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Price Match Guarantee

We'll match any competitor's price quote. Call us at 240-667-7757.