

Maximising Customer Satisfaction in a Technical Environment

Learn via: **Classroom**

Duration: **2 Days**

Overview

This facilitated course will give you a greater understanding of the important role that excellent customer service plays in any organisation and how excellent customer service fits into your world. It will offer really practical advice which will enable you to meet the daily challenge of consistently providing excellent customer service.

Individuals who work in technical environments are now expected to also be customer service professionals. This course will demonstrate that great customer service can not only improve the level of support you provide for your internal and external customers but also improve your own working life.

Target Audience:

This course is for anyone working in a technical support role.

What You Will Learn

- Understand what constitutes excellent customer service and experiences.
- What makes excellent service face to face and over the telephone.
- Structuring a conversation with a customer.
- Understanding and using different levels of communication.
- Projecting a positive, take action attitude.
- How to use language and positive reframing.
- How to handle conflict or emotional upset.
- Practice in active listening.
- Practice in effective questioning techniques.
- Practice in recognising Parent/Adult/Child dynamics on a call - Transactional Analysis.
- Matching language - advanced rapport building.
- Steps for dealing with challenging calls.
- When and how to say enough.
- Top telephone tips and techniques.