

Customer Service Excellence

Developing YOUR World Class Customer Service Teams

Course Introduction

This course builds on the principles delivered in the 'Customer Service Excellence – The Fundamentals' course and focuses on World Class Customer Service – in particular the characteristics of a World Class Team.

It explains the requirements, skills, behaviours and competences required to build a world class CS team. Team members, supervisors and managers are covered as specific groups.

Participants will be able to understand, develop and implement appropriate skill sets as part of the development process.

The course is one of a number of 'mix and match' one-day training events which can be attended separately or in the grouping of your choice.



Course Objectives

After attending the training, participants will be able to:

- Understand the requirements of the 3 key target groups that form a world class team – team members, supervisors and managers
- Have knowledge of the 5 key stages of building a world class team
- Identify and practice supervisory and managerial skills sets
- To create and participate in the environment required for success
- Be able to understand the measurement options needed to monitor world class teams

Who should attend?

Supervisors and all appropriate managerial levels involved or associated with customer facing business areas.

The material in the Course Design is of a mostly generic nature, however the Course can be easily customised and focus on different industry sectors.

Course Duration

1 day. Which consists of an interesting mix of Slide Presentations, Interactive Sessions, Quizzes, Embedded Multi-Media Sessions and skill practice.



Course Outline

How to create and develop YOUR world class Customer service team

- Customer Service reality, expectations and excellence
- The role of a world class team member
- How to create and develop a world class team
- Talent management life-cycle
- Supervisory skill sets
- Identify, develop and utilise people's talents
- Culture, culture, culture
- Developing the environment for success: Tools and techniques
- If you cannot measure it you cannot manage it the metrics
- Measurement suite options and techniques
- Case Study: Customer Service at its world class best
- Practical Workshop



Complete list of 'mix and match' one-day Customer Service events

- Customer Retention
- Problem Customers
- Changing world of Customer communications excellence
- Proactive Customer Differentiation
- Developing YOUR world class Customer Service Teams