



IComm's Halcyon Change Management Customer Service Essentials course will help coach your organisation's team of customer service professionals through some of the fundamental skills required to offer excellent customer service.

Over the four-hour course, your team will learn how to harness some of the key concepts of customer service to help build on their already well-practised skills. From understanding who customers are, to advanced questioning techniques, the Halcyon Customer Service Essentials course will help elevate your customer service team to deliver premium levels of customer experience. It will also drive your organisation's success through understanding how to deal with customers in an ever-changing and often challenging role of customer service.

Topics covered

- Why good service matters
- Who are customers?
- Good vs bad service
- RATER Model for customer service
- Rapport building
- Empathy and sympathy
- Barriers to communication
- Verbal and non-verbal communication
- Active listening
- Questioning techniques

Audience

The Halcyon Customer Service Essentials course is aimed towards anyone who offers customer service to either internal or external customers or stakeholders. The course is designed to provide an essential foundation for beginners to customer service, and an excellent refresher-style course for those who have more advanced skills.

Benefits

The course helps participants become an important asset to your organisation by providing skills and techniques to meet or surpass customer expectations. It also empowers your organisation's customer service team by arming them with additional skills to deal with difficult or problematic situations.

Outcomes

Attendees will leave the course with a stronger understanding of customer service, customers, as well as new and stronger customer service skills and techniques to assist with providing a premium level of customer service. Additionally, participants will return to their roles with personalised action plans to further develop their skills into the future.