See more at www.zandax.com/courses/customer-empathy

Course information from ZandaX

Customer Empathy

Use empathy for stronger customer engagement

Course duration: 12 minutes of highly focused content (Revisit, review and revise as often as you want)

What you'll learn

✓ Introduction
  ★ Get an overview of what the course covers

✓ The Difference Between Empathy and Sympathy
  ★ See how your job is to provide empathy, not sympathy

✓ Different Types of Empathy
  ★ See how empathy comes in different forms, which need different approaches

✓ The Benefits of Using Empathy in Customer Service
  ★ Learn how providing empathy boosts rapport and relationships with customers

✓ Techniques to Increase Empathy with Customers
  ★ Learn techniques that will increase empathy in your customer interactions

✓ Summary
  ★ Summarize the key takeaways from the course

What does our Customer Empathy course cover?

Use Empathy to Engage With Your Customers

What do you do when an emotional customer contacts you? You may want to listen to them and deal with their problem, but that often isn't enough to make the customer feel understood.

This is where empathy comes in. Having customer empathy means you can recognize and respond to your customers' feelings. And it will actually make your job easier too.

You'll be able to understand people better, deal with conflict, and pick up clues from their body language.
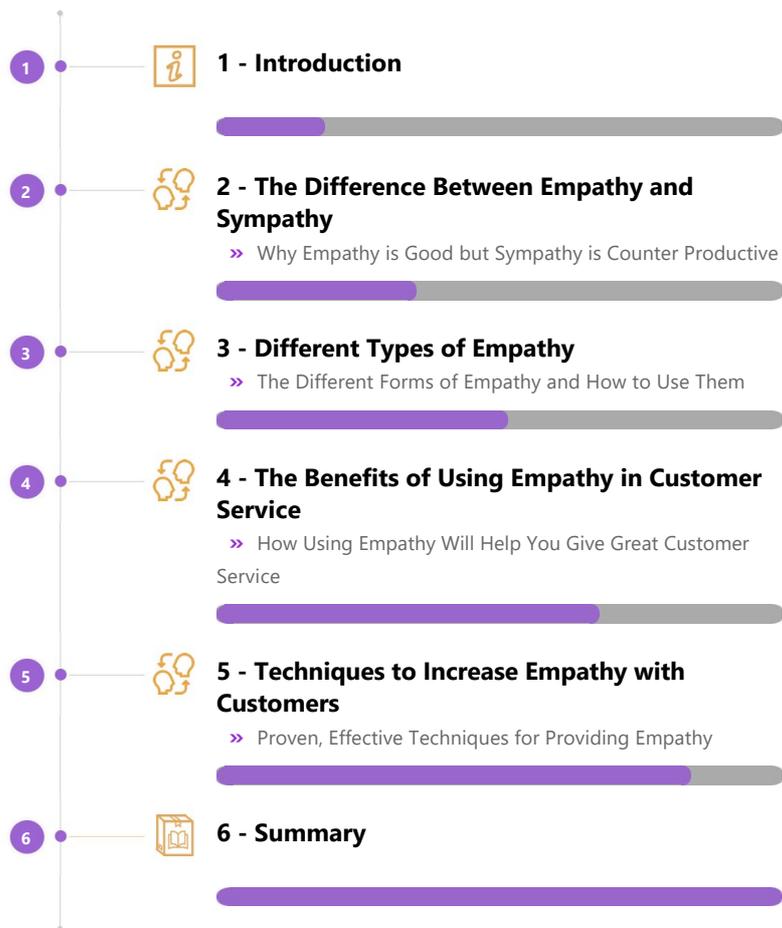
So if you're looking for a way to excel in your customer service role, by being able to engage with people a whole lot better, you've probably found it here!

This Customer Empathy skills training course, like all our courses, has been developed over many years of classroom and online delivery.   Content has been thoroughly researched and is constantly updated so it's always leading edge.   It's completely interactive and is full of practical knowledge and solutions.

Still wondering whether to do the course?
Just think about this: how much would you benefit if you had better customer empathy skills?

Course content for Customer Empathy

1 ● 1 - Introduction

2 ● 2 - The Difference Between Empathy and Sympathy
» Why Empathy is Good but Sympathy is Counter Productive

3 ● 3 - Different Types of Empathy
» The Different Forms of Empathy and How to Use Them

4 ● 4 - The Benefits of Using Empathy in Customer Service
» How Using Empathy Will Help You Give Great Customer Service

5 ● 5 - Techniques to Increase Empathy with Customers
» Proven, Effective Techniques for Providing Empathy

6 ● 6 - Summary

More about the ZandaX Customer Empathy course

Empathy Takes Your Customer Service Skills to a New Level

Use empathy to make life easier - and more productive

Our Customer Empathy course has been developed for anyone working in a customer service role.

Empathy is a vital skill in any customer service role, and it can help you to increase engagement in a way that skills in product knowledge and process will never achieve.

The course shows you how to recognize different types of empathy. And it demonstrates how empathy is different from sympathy, so you can respond to customers in the right way.

You'll also see the benefits of using empathy in customer service, and learn some great techniques that will increase empathy with customers.

After taking this course, you'll be able to act confidently and effectively in situations that many people find difficult.

Watch the modules, revisit them time and again ... and have fun with improving your skills!

Learning format

The course is offered as follows:

You'll learn using easy-to-follow on-screen videos which you can pause, re-run and revisit as often as you like, and also through interactive content with short quizzes and questions appropriate to the course subject.
You also get SV that you can use to reinforce your learning.
The course is arranged into modules, each with several lessons. Refer to the course content for more details on what's covered. This combination of videos and interactive content will enable you to get a thorough understanding of the subject.

View this course online

Visit our website at www.zandax.com/courses/customer-empathy to view the latest details, including related courses, prices and quantity discounts.