



See more at www.zandax.com/courses/customer-service-skills-complete

Course information from ZandaX

Customer Service Skills Complete

Learn how to give exceptional customer service

Course duration: 2 hours of comprehensive content (Revisit, review and revise as often as you want)

What you'll learn

- ✓ Getting the Right Attitude
 - ★ Understand the attitude and motivation you need in the role
- ✓ Customer Service Fundamentals and Top Tips
 - ★ Learn about levels of business, hidden assets and get four top tips
- ✓ Communication
 - ★ Look at voice, tone, modulation, language styles and body language
- ✓ Listening Skills
 - ★ Learn effective communication, listening and recognize non-verbal signals
- ✓ Questioning Skills
 - ★ Find out the purpose of questioning, getting useful answers and controlling the call
- ✓ Showing Empathy
 - ★ Understand the importance of empathy in customer service
- ✓ Being Assertive
 - ★ Acquire the skill to use assertiveness for better outcomes for all
- ✓ Positive First Impressions
 - ★ Learn how to create a great first impression and use in a customer-focused way
- ✓ Handling Difficult Customers
 - ★ Learn to recognize conflict and use proven techniques to handle it
- ✓ Keeping Your Customers Informed
 - ★ See how information flow keeps customers updated and happy
- ✓ Fix The Customer First
 - ★ Learn how fixing the customer first enhances the service you give
- ✓ Advanced Customer Service
 - ★ Delve into customer needs & expectations, internal service, and "moments of truth"

What does our Customer Service Skills Complete course cover?

Is This All You Need From a Customer Service Course?

If you want a Customer Service course that puts everything in one place, you've found it here!

This course is divided into 12 modules. Each module takes the form of a 10-minute video with a workbook; there are with three sections in each video where you can pause and answer questions that apply to your own role, which enhances your ability to "learn as you go".

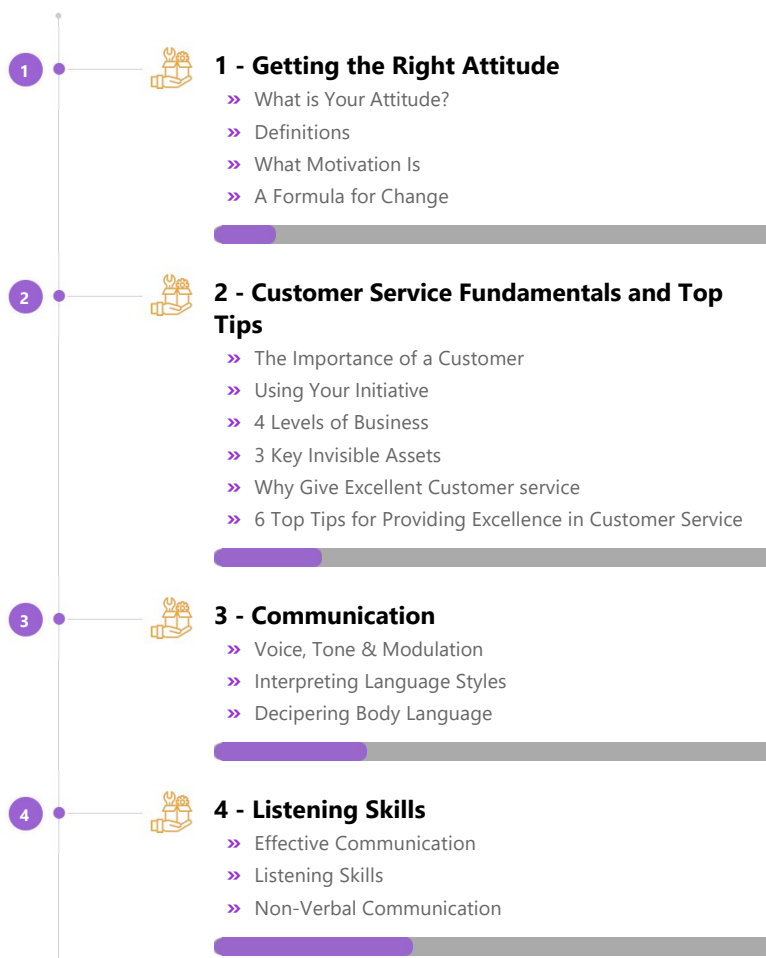
Our Customer Service Skills Complete course will enable you to apply proven concepts in a positive way that gives customers an amazing experience that will bring them back time and time again.















This Customer Service Course 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 service course skills?

Course content for Customer Service Skills Complete



5		5 - Questioning Skills <ul style="list-style-type: none">» Why We Ask Questions» Getting Answers» Call Control	
6		6 - Showing Empathy <ul style="list-style-type: none">» What is Empathy?» How to Experience Empathy» Empathetic Listening» Empathy vs Sympathy» The Benefits of Empathy in Business	
7		7 - Being Assertive <ul style="list-style-type: none">» Understanding Behaviors» Understanding Your Rights» Learning How to Say No» Giving Constructive Feedback	
8		8 - Positive First Impressions <ul style="list-style-type: none">» Maintaining a Positive Attitude» Focusing on the Customer» Positive Affirmations	
9		9 - Handling Difficult Customers <ul style="list-style-type: none">» What Conflict Is» The Impacts of Conflict» Types of Conflicts» Techniques for Handling Conflict	
10		10 - Keeping Your Customers Informed <ul style="list-style-type: none">» The Importance of Customer Updates» Handling Low Hanging Fruit» No News is Still News	
11		11 - Fix The Customer First <ul style="list-style-type: none">» What It Means» Examples» Company Rules» Hold Ups» Benefits	

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12 - Advanced Customer Service

- » Customer Needs
- » Internal Customer Service
- » Moments of Truth
- » Customer Expectations

More about the ZandaX Customer Service Skills Complete course

Get Broad Customer Service Skills in This Course!

Learn what you need, across the board, in one place

Consistent customer service skills are not an accident, nor something that "comes naturally" to most people. It's the result of good training, and applying its lessons in the real world.

We divide the course into 12 modules, which range from getting the right attitude and motivation, through skills like listening, questioning and assertiveness, with lots of customer-specific content like fundamentals, empathy, difficult customers -- and much more.

When you've completed this course, whether you work on the phone or face to face, you'll be able to use your new skills and understanding to great effect in any customer facing role.

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-service-skills-complete to view the latest details, including related courses, prices and quantity discounts.

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