

CUSTOMER SERVICE SKILLS (variable)

Up to 12 delegates depending on group/content etc

Courses in this subject area are written and run on a bespoke basis because of the widely varying requirements of each client company.

The subject can be approached for managers who need to manage and motivate a team to provide service excellence, or for teams of customer facing staff.

Options include:

- Understanding what constitutes excellent/good /poor service
- Customer complaints as a gift – looking out for and learning from feedback
- Tom Peters’ ‘Total Product Concept’ – understanding the changing dynamic of service provision and changing to stay ahead
- Understanding your impact on other people and how to improve it through ‘Transactional Analysis’