

## MANAGING CUSTOMER SERVICE TRAINING

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**COURSE LENGTH: 1.0 DAYS**

Good customer service management leads to enhanced customer satisfaction, increased sales, better retention of customers and improved word-of-mouth advertising by motivated, raving fans.

Managing customer service requires the use of many skills such as measuring and managing performance, problem solving, and incorporating flexibility as a key aspect of customer service

The PD Training Managing Customer Service Training Course provides knowledge and skill development in leading, modeling, focusing, managing and promoting the values that boosts customer service.

This highly valuable and dynamic training course is now available throughout New Zealand, including Auckland, Wellington or Christchurch and also via instructor-led online training.

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## MANAGING CUSTOMER SERVICE TRAINING COURSE OUTLINE

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### FOREWORD

During the training course, participants develop knowledge and skills in understanding the role of a manager in customer service, establishing links between business practices and customer service, discovering ways to engage employees, understand customers' needs, and more.

Managing Customer Service Training Course is designed for easy and essential understanding and skill development so that managers and supervisors develop the ability to enhance their job skills.

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### OUTCOMES

#### After completing this course, participants will have learned to:

- ▶ Identify ways to establish links between excellence in customer service and your business practices and policies.
  - ▶ Develop essential skills and practices in managing customer service
  - ▶ Understand leadership
  - ▶ Recognise what employees are looking for to be truly engaged.
  - ▶ Manage performance
  - ▶ Recognise who the customers are and what they are looking for.
  - ▶ Use onboarding and orientation
  - ▶ Develop strategies for creating engaged employees and satisfied customers in whatever business units you manage.
  - ▶ Understand and use the six critical elements of customer service
  - ▶ Use the five practices of leadership
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### MODULES

#### Lesson 1: Getting Started

- ▶ Icebreaker
- ▶ Pre-Assignment Review
- ▶ Workshop Objectives

#### Lesson 2: Six Critical Elements

- ▶ Element One: A Customer Service Focus
- ▶ Element Two: Defined in Your Organisation
- ▶ Element Three: Given Life by the Employees
- ▶ Element Four: Problem Solving
- ▶ Element Five: Measure It
- ▶ Element Six: Reinforce It
- ▶ Measurement in Practice

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### Lesson 3: Understanding Leadership

- ▶ About Leadership
- ▶ Understanding Your Comfort Zone
- ▶ Managing Performance
- ▶ Servant Leadership
- ▶ Onboarding and Orientation

### Lesson 4: Five Practices of Leadership

- ▶ Challenging, Inspiring and Enabling
- ▶ Modeling and Heart
- ▶ Practices in Practice

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### WEB LINKS

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- ▶ [View this course online](#)
- ▶ [In-house Training Instant Quote](#)