

Customer Care in Public Service

Being competent in the 'technical' I.T. skills of the job is no longer enough. If we do not have appropriate 'soft' skills – we lose or upset customers. Your staff will learn the key skills.

Objectives

Appreciate the right perception of customer care

Learn the key skills of questioning and how to apply them

Improve their 'Active' listening skills and use them to ensure greater effectiveness

Use Transaction Analysis to ensure a productive outcome

Handle difficult situations and problems

Say 'No' without damaging the relationship

Learn the errors/challenges of dealing with customers on the telephone within the I.T. helpdesk environment and how to overcome them

Learn how to recognise different behaviours within their customers

Learn how to pace and match the customer's style to achieve rapport and build relationships

Say no and refuse or reject the customer's request

Audience

This course is designed for **all employees who deal with customers**

Duration

This is **Customer Care in Public Service** course. The course starts at **09:30** and runs until **16:30**.

Alternate timings can be arranged upon request. The course can be held on a **date that suits you**.

Location

Our **Customer Care in Public Service** course can be run at **our training venue** near **Liverpool Street (London)** or any preferred location in the **UK or Europe**.

Customer Care in Public Service Course Outline

Managing Customer's Expectations

Ensuring customers feel important and understood

Customer perceptions

Controlling the perception of the best service

Common pitfalls

Our role in completion

Internal and external customers

Exercise, Discussion

Question skills

The role of questioning skills in handling difficult people and other

Professional situations

The structure of a good question

Question types and their use

Using questions to obtain information

Common errors

Exercise, role play, Discussion

Listening Skills

Barriers to effective listening

The difference between 'Active' and 'Passive' listening

How to use 'Active' listening to demonstrate interests and obtain information

How to use 'Active' listening to steer a conversation

Why 'Active' listening is essential on the telephone

Exercise, role-play, Discussion

Transactional Analysis

How Transactional Analysis can help in difficult situations

States of mind

How we interact with others

'Rules' to ensure productive outcome

Building relationships

Personal Profile Questionnaire, role-play, discussion

Handling Difficult Situations/Problems

Difficult situations can be good news

Common errors

The method of handling difficult situations

Problem ownership and 'follow-through.'

Role-Play, discussion

Telephone Control Skills

Differences between telephone and face-to-face communication

Overcoming the disadvantages of the telephone

Developing an effective personal style

The '10 Commandments' of effective Tele-control skills

Understanding the use of voice inflexion

How to use voice to gain and hold attention

Exercise, role-play, Discussion

Behaviour Versatility

Recognising different behaviour types

Predicting behaviour

How to modify
behaviour

Understanding your own preferred behaviour
style

How your behaviour style can influence the
customer relationship

Personal Behaviour Profile Questionnaire

Role-Play, discussion

How to say 'No'

Disadvantages of 'confrontation'

The alternative to 'No'

Exercise, role-play, Discussion

Conclusion

Summary

Round-table

Personal Action Plan