



# *Customer Service One-Day Open Course Overview*

# Customer Service open course

*Manage your own feelings and behaviour while looking after your customers*

This customer service training course is for anyone who has contact with customers, whether face-to-face, remotely, over the phone, or electronically.

It will build your confidence and enable you to create positive customer experiences, manage customer expectations, handle difficult or abusive customers, and make the most of every customer contact.

You'll gain the skills you need to develop customer loyalty and we'll teach you how to take care of yourself and feel confident in any customer situation.

The content of each workshop will be shaped around the needs of the delegates, making the work relevant and practical.\*

*Ahead of the course, we'll provide pre-course preparation to get juices flowing and the mind focused...*

*This course will help you with:*

- **Defining Good Customer Service**
- **Finding the 'Human Moment'**
- **Dealing with Abuse**
- **Gaining Confidence**
- **Delivering a Positive Experience**
- **Listening and Responding**
- **Building Customer Loyalty**
- **Handling Difficult Customers**
- **Using Empathy**
- **Taking Care of Yourself**

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## *\*Course Content*

### **Good Customer Service**

- The Good, The Bad and the Ugly
- What happens when it's good?
- What happens when it's bad?

### **Triggers**

- What gets to you?
- What's most difficult to deal with?
- What would you like to say?

### **Understanding Customers**

- How people behave when they feel threatened or face loss

### **Empathy**

- Let the customer feel heard while setting your own clear boundaries

### **Emotion vs Objectivity**

- Calm down an over-emotional customer

### **Customer Service Scenarios**

- Scenarios you've encountered in the past
- Current scenarios

### **Moments of Truth**

- What happens in your organisation?
- What safeguards could be put in place?

### **Customer Service Cycle**

- Simple way of looking at the entire customer interaction

### **What's the Payoff?**

- What it feels like to delight a customer
- The knock-on effect

### **Defusing Phrases**

- Phrases to help defuse tricky situations

### **Head and Heart**

- Solving someone's problem from the head, the heart or a combination of both

### **How Do I let Go?**

- Feelings, frustrations and residue of a difficult or even abusive experience

# Customer Service one-to-one remote training

## *Benefits of One-to-One Skills Training*

This Customer Service course is available as a 2-hour, one-to-one remote session.

Choose your time. Have a briefing call from your trainer and off you go.

The content of each session will be shaped around your needs, making the work relevant and practical.

- A completely personal, in-depth, and confidential look at your specific issues
- Dynamic, empathetic, and highly experienced coaches
- Get to the heart of your issues with speed and effectiveness
- Delivered online
- Two hours of personal one-to-one attention
- Pre-assessment of the issues you want to cover

# Contact details



## Impact Factory

Suite 121 Business Design Centre  
52 Upper Street  
London N1 0QH  
England

email:  
[enquiries@impactfactory.com](mailto:enquiries@impactfactory.com)

Phone: +44 (0)20 7226 1877  
[impactfactory.com](http://impactfactory.com)