

MANAGING CUSTOMER SERVICE TRAINING

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Managing
Customer Service



COURSE LENGTH: 1.0 DAYS

Managing customer service ensures that the service is carried out effectively and efficiently according to management plans. This one-day training course is designed to help supervisors and managers effectively manage their customer service staff in improving the levels of customer satisfaction and creating raving fans and repeat business.

During this course, you will learn: to have a better understanding of leadership and the role of a customer service manager, how to establish excellent customer service according to your business practices and policies, how to train and make your staff truly engaged, the six critical elements of customer service and other essential skills.

This comprehensive course is now available in London, Birmingham, Leeds, Glasgow, Sheffield, Bradford, Edinburgh, Liverpool, Manchester and UK wide.

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MANAGING CUSTOMER SERVICE TRAINING COURSE OUTLINE

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.

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

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

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