

Customer Care Skills for Technical Professionals



This course is designed to highlight effective and efficient customer care for front line technical staff. The course will teach delegates techniques for providing impressive customer service, handling complaints and difficult customers, as well as illustrating how to avoid common pitfalls and mistakes.

Who Will Benefit?

Those responsible for providing technical customer support, especially if their clients are non technical.

Course Outline

- What is excellent customer service?
- Creating a positive first impression
- The 'cycle' of the customer care process
- What makes this 'cycle' succeed or fail
- Different types of customers and their specific needs
- Ownership of customer requests
- Escalating problems
- Managing the customer's expectations
- Understanding what the customer really needs
- Communicate clearly, accurately and efficiently
- Questioning techniques
- Active listening skills to uncover what the customer is saying, especially if they are not sure themselves
- Developing relevant skills in communicating technical information
- Non-verbal communication
- Barriers to understanding and techniques to manage these
- Use voice control to retain control and reassure the customer
- How to be appropriately assertive
- Handle awkward customers with ease, politeness and confidence
- Maintain a positive attitude all week

Duration

1 Day

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