

This highly interactive workshop aims to put you firmly inside the head of your customers. Helping you to see the world from their point of view, doing some serious 'outside in' thinking so that you can improve and enhance your customers' experience. Through highly practical sessions which develop and hone critical skills using best practice examples and proven approaches this workshop will enable you to:

- See the world from your customers' point of view and gain insights into their needs
- Understand 'why' the customer experience is so important
- Identify ways to establish links between excellence in customer service and our ability to consistently deliver it
- Identify behaviours and skills that can help or hinder the customer experience

## Who Will Benefit?

Anyone with a role that impacts on the internal and external customer's experience

## Course Outline

- The key ingredients in excellent customer care
- Creating positive first impressions
- Rapport and how to build it
- How to express what you can do, not what you can't do
- How do I make the difference to my customer's experience
- Adapting your communication style to meet the needs of different customers
- Keeping customers informed and passing clear messages
- Managing customer's expectations
- Taking responsibility for and understanding how to communicate in challenging customer interactions
- Action planning

## Duration

1 Day

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