



Lisa Jeskins Training

Engaging training for information professionals

Course outline

Customer service skills

Course aim

To provide participants with an introduction to customer service skills and to provide a range of techniques to help enhance their customer service practice.

Objectives

At the end of the course participants will have:

1. Discussed what customer service is and how customers want to be treated
2. Examined current customer service practice at their organisation and considered what works well and where there could be improvement
3. Identified barriers to communicating and listening
4. Practised using facilitative questioning and active listening techniques
5. Recognised different customer behaviours and examined ways of dealing with difficult situations, and considered the impact of negative language when dealing with customers
6. Identified a personal plan of action and contributed to a shared team plan of action

Content

- What is customer service?
- Current customer service landscape
 - Who are our customers?
 - What do we do well? Are there any problem areas?
 - What mechanisms are in place for staff and customer feedback?
- Communication skills
 - Barriers to good communication and listening
 - Facilitative questioning and active listening
- Handling difficult behaviour
 - Recognising difficult behaviours
 - How to respond and coping strategies
 - Use of language and empathetic listening
- The way forward
 - What will individuals take away from the session
 - Team plan of action (written by the team, for the team)

Course type

The session will include a mixture of presentation and group discussion work.

All courses are tailored to meet your specific requirements. [Please contact me for further details.](#)