

Customer Service Training: Managing Customer Service

The need to lead, model, and promote the organizational values within a customer service environment is essential for business success. This one-day workshop will provide you with opportunities to explore your responsibilities within your role as a leader (supervisor or manager) in a customer service environment.

What Will Students Learn?

- ✓ Identify ways to establish links between excellence in customer service and your business practices and policies.
- ✓ Develop the skills and practices that are essential elements of a customer service-focused manager.
- ✓ Recognize what employees are looking for to be truly engaged.
- ✓ Recognize who the customers are and what they are looking for.
- ✓ Develop strategies for creating engaged employees and satisfied customers in whatever business units you manage.

What's Included?

- ✓ Instruction by an expert facilitator
- ✓ Small, interactive classes

What Topics are Covered?

- ✓ The six critical elements of customer service
- ✓ Understanding leadership
- ✓ Managing performance
- ✓ Onboarding and orientation
- ✓ Five practices of leadership

- ✓ Specialized manual and course materials
- ✓ Personalized certificate of completion