

The Customer Service Champion

Course information



tnta
THE NATIONAL TRAINING ACADEMY



Overview

Customer service is an integral part of any business, it can make or break their reputation. If you work in customer service or want to, you need to understand the importance of managing customers' expectations whilst delivering a first-class service.

The courses contained in this bundle are:

Communication Skills - Different forms of communication, words, tone, body language, barriers to communicating effectively, active listening, understanding personality types and adapting how you communicate to get the best result.

Professional Boundaries - Why professional boundaries are vital, boundary violation, risk and the impact on the individual and organisation, regulatory requirements and principle, grey areas within professional boundaries, how to manage issues and good practice.

Managing Conflict for Staff - Sources of conflict, strategies for resolving conflict, communicating emotions, 'I' Statements, your goals, different conflict management styles, effective communication strategies.