

Course Profile

Confidence with Customers

Overview:

The way we interact with our clients and colleagues is the key to excellence. We need to present a positive image and build good relationships. This involves understanding others and being understood. During this one day course you will build on your existing skills and learn simple techniques to help create rapport and influence others to achieve positive outcomes.

Who is it for?

This course is ideal for those who wish to present a positive image and build good relationships with clients and colleagues

What will I learn?

By the end of the course you will be able to:

- Identify your key relationships and create a strategy to manage them effectively
 - Identify and overcome the barriers to successful communication
 - Deliver your message confidently and clearly
 - Manage difficult conversations
 - Engage with your colleagues and clients to improve your workplace relationships
 - Learn how to create the right image
 - Use and control the impact of your words, tone and body language to achieve maximum impact
 - Create an action plan to transfer learning to the workplace
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What will it cover?

- Reading and using tone and body language
 - Expressing ideas and opinions clearly and confidently
 - Using questions to increase understanding
 - Active listening skills
 - Using positive language
 - The conversation cycle
 - Developing a positive image
 - Building rapport
 - Who are your customers?
 - Understanding their wants and needs
 - Defining excellence in customer care
 - Taking ownership
 - Moments of truth
 - Setting realistic expectations and delivering on them
 - Managing difficult conversations
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Course features:

The course is highly interactive, with plenty of opportunity for discussion and practice. Delegates will be encouraged to share their experiences and work through individual issues in a safe environment.