

# Course Profile

**Course Name:** **Critical Elements of Customer Service**

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**Duration:** 2 Days

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**Objectives:**

Have you ever encountered an unpleasant customer and not known what to do? Do you worry that you're not assertive enough with demanding people? Do you struggle to solve problems? Do you know who your customers are? Do you have individual and organisational goals to strive for?

This workshop will help you in all of these areas, and more!

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**Course Content:**

- Who Are Your Customers?
  - Understanding and Meeting Expectations
  - Your Self-Image
  - Meeting Expectations
  - Setting Standards
  - SMART Goals
  - Telephone Techniques
  - Communication Skills
  - The Talkative Caller
  - Dealing With Difficult People
  - Steps To Problem-Solving
  - Resolving Conflict
  - Service PRIDE
  - Acting Assertively
  - Managing Stress
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**How You Will Benefit:**

- Recognise that service delivery is an individual response value.
- Understand how your own behaviour impacts the behaviour of others.
- Develop more confidence and skill as a problem-solver.
- Communicate more assertively and effectively.
- Learn some ways to make customer service a team approach.