

Is your customer service team ready to face today's business challenges?

Customer Service Training *and* Development Subscription

ONLINE | SELF PACED COURSE



COURSES

- 1) Understanding Behavioral Styles for Customer Service
- 2) Handling Customer Complaints
- 3) Establishing Credibility and Trust for Customer Service
- 4) Customer Focused Sales Interviews
- 5) Questions Are The Answer for Customer Service
- 6) Win-Win Negotiations
- 7) Gaining Commitments to Action/Closing

* Successful completion of each course carries Continuing Education Unit credit.

Maximizing customer service potential makes the difference between customer dissatisfaction, and customer delight

Customer Service organizations that create positive customer relationships will win in this new century. The Internet has impacted every aspect of business - both domestically and globally. Today, customers have fingertip access to a vast array of resources that give them tremendous knowledge - and power, including new and efficient ways to train Customer Service representatives. The potential for your Customer Service people to make a real difference in every business is rising. The individual representative holds extraordinary influence over the customer's relationship with a company.

Understanding your customer, learning how to put the customer first, and leveraging the potential that lies in every person on your team that touches a customer is the winning formula for the new century and what this subscription is all about. Subscribers will focus on:

- ✂ *How to Deal with Difficult People*
- ✂ *How to Deal Effectively with Complaints, Resistance and Objections*
- ✂ *How to Interact with People to Help Them Feel more Comfortable and Satisfied in Customer Service Situations*
- ✂ *Negotiating a Win-Win*
- ✂ *How to Ask the Best Questions to Help the Customer*
- ✂ *Gaining Commitments to Action*

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