

# Training Course Outline

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<b>Course Title</b>	Customer Care Training
<b>Course Code</b>	SolveIt 001
<b>What you gain</b>	This active course is tailored to meet individual business needs to promote and develop customer care techniques to build and maintain excellence in customer service, increasing business productivity and growth.
<b>Duration</b>	1 day
<b>Time</b>	6hrs
<b>Venue</b>	TBC
<b>Training Mode</b>	Workshop
<b>Objective Solutions</b>	<p>After the training, delegates will be able to:</p> <ul style="list-style-type: none"> <li>• Demonstrate and apply the tools of communication to provide excellent customer service</li> <li>• Understand and apply customer service rules in line with company standards and industry guidelines</li> <li>• Appreciate and explain the key customer expectations</li> <li>• Demonstrate and apply stress removal techniques</li> <li>• Promote growth and excellence in customer service by individual and group action</li> </ul>
<b>Course Content</b>	<p>The course covers the following:</p> <ul style="list-style-type: none"> <li>• Defining your customers - who they are, wants/needs</li> <li>• Building and maintaining excellent customer service – Behavioural styles</li> <li>• Call structure and control – The customer experience</li> <li>• Building rapport on the telephone – What you say</li> <li>• Dealing with challenging calls – Listen, think, respond</li> <li>• Effective customer charters – Suggestion circle</li> <li>• Dealing with stress – Instant relief techniques</li> </ul>
<b>Pre-requisites</b>	None

*Training methods used in the delivery of this course include group and individual tasks, business based scenario analysis, role play, discussion and coaching.*