



## Course Outline

# The Art of Excellence in Customer Care

Minimum and Maximum Learners: 06 - 16    Duration: One Day    Timings: 10:00 – 16:30

### Suitable for

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All those who deal with customers/clients/service-users as part of their job role and/or need to deal with complaints or 'difficult customers' effectively.

### Aim

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To explore what the meaning of excellent customer care. You will develop strategies for managing complaints, difficult situations with customers and clients and turning these into opportunities for transforming services.

### Learning Outcomes

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

- ✔ **List** the key characteristics of good and poor customer care.
- ✔ **Identify** the words, actions and gestures which ensure excellent customer care.
- ✔ **Assess** customer care in your organisation at present and identify areas for future development.
- ✔ **Recognise** the role of perception and communication differences in difficult situations.
- ✔ **Break down** the complaints handling process into key, manageable steps.
- ✔ **Use** a set of tools and strategies to deal with 'difficult customers' and complaints.

## Benefits of Attending

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- ✔ Feel confident and ready to put your learning into practice.
- ✔ Take away a practical toolkit with proven techniques and ideas you can use straight away.
- ✔ Create a Personal Action Plan to apply your learning in your workplace.

## Training Style

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This course is highly interactive and uses engaging, 'brain-friendly' methods such as exercises, quizzes, group discussions, skills practice, storytelling and practical tools to support real-world application.

You'll receive a **Welcome Pack** with pre-course activities, a **Learner Workbook** during training, an **E-Book** on this topic and a **Bonus Pack** afterwards with extra tools and follow-up activities to help you put learning into practice. (\*email required)

## Other Courses to consider (Visit my website for details of these and other courses)

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- ➔ Advanced Communication: Using the Principles of Neuro Linguistic Programming - NLP Techniques (2 Days)
- ➔ Dealing with Difficult Behaviour and Situations in the Workplace
- ➔ Dealing with Stress and Boosting Wellbeing
- ➔ EDI: Cross-Cultural Awareness
- ➔ EDI: Disability Awareness
- ➔ EDI: Gender Identity and Gender Diversity Awareness
- ➔ EDI: Learning Disability Awareness
- ➔ EDI: LGBT+ Awareness
- ➔ Effective Telephone Skills
- ➔ Influencing and Persuading Skills
- ➔ Internal Communication – Don't hear it on the Grapevine
- ➔ Interpersonal Communication Skills
- ➔ Involving and Consulting Clients and Service-users
- ➔ Managing Grievances and Discipline in the Workplace
- ➔ Mental Health Awareness
- ➔ Negotiation Skills
- ➔ Protecting Client Confidentiality and Professional Boundaries
- ➔ Resolving Differences and Conflict

