



Your Primary Needs, Our Priority.

2022 Customer Service Workshop Catalogue

Customer Service Workshop Catalogue

The table below lists our courses by topic, following it, you'll find short descriptions of each workshop.

Customer Service Excellence 101
Client Relationship Management
Effective Communication Skills
Chat Agent Training
Front Desk Training
Telephone Customer Service Skills Training
Healthcare Customer Service Training
Public Sector Customer Service Training
Guest Relations & Hospitality Skills Training
Leadership For Customer Services Leads, Supervisors & Managers

Available Formats: Full Day, Half Day & Multi-day Onsite Training Workshops.

Customer Service Excellence 101

How to Deliver Exceptional Service to Today's Busy Customer

What is good customer service? How can it go from good to great? What are the pitfalls that many people experience when trying to deliver customer service? Does attitude count? What is the best way to handle difficult customers? What techniques can be used to reduce customer-service stress? Find out these answers and to other important customer service questions during this workshop. Participants will learn what exceptional service is, how to project a customer friendly image, how to handle demanding customers and more.

Client Relationship Management

Delivery Exceptional Client Services: How to Build Lasting Partnerships

Whether they're external or internal, clients matter and how they are treated should not be left to chance. This client-services workshop is designed to help groups identify their target markets define their brands standard and describe what those standards look and sounds like on a departmental and individual level.

Communication Skills Training

Empathetic Communication: Skills for Building Connections with Coworkers and Customers

An effective communicator considers the situation, the person being spoken to, the purpose of the conversation and the desired results to then develop an appropriate conversation. This program will explore key skills like understanding how others communicate, how you can adjust your communication style to overcome any communication barriers, how to use and read body language, the S.T.A.R. (Situation, Task, Action and Result) method of speaking, active listening and other effective communication tools.

Chat Agent Training

Lets Chat: Customer Service Skills for Online Service and Sales Representatives

On the surface, chat looks easy. Its fast, its short and its usually informal. So, what could possibly go wrong? Plenty if an agent is not trained well. Like email, chats can live forever. With a few simple strokes, an entire conversation can be copied and posted to millions. This chat communication workshop is designed specifically for those using chat as part of their live support of web sales strategy.

Front Desk Skills Training

Front Desk Fundamentals: Professionalism and Productivity for Front Desk Employees, Security Guard's, and Other Workplace Gatekeepers

Several phone lines ringing, colleagues are asking questions, and here comes a customer or client. How does the person manning the front desk of an office, hotel, or business handle several people simultaneously with professionalism and poise? In most workplaces, the staff at the front desk are largely responsible for the image customers, employees and vendors form about the organization. The people at the front desk wield tremendous power over an organizations brand.

This workshop is designed to give anyone who occupies the receptionist chair, dedicated front-desk staff, security guards, and people who perform other roles. The program addresses professionalism, communication skills, ideas for staying organized, de-escalation strategies, and safety.

Telephone Customer Service Skills

How May I Help You?: Outstanding Telephone Courtesy and Customer Service Skills

If your organization's telephone presence is less than top notch people will likely judge your employees as rude, uncaring, unprofessional. And uninterested in their business. Do the people who answer your phonelines appear empathetic? Friendly? In control? Do they listen well? During this program, participants will learn the basics of customer service, how to project a polished phone image, demonstrate proper telephone skills through practice activities and leave with tools to present an image that reflects confidence, credibility, and capability.

Healthcare Customer Service Training

Patient Plus: Delivering Customer Service for Better Patient Satisfaction

Pressure healthcare providers experience isn't likely to disappear anytime soon, so this workshop focuses on the people skills people working in healthcare must master to earn top patient satisfaction scores. This program addresses service challenges specific to healthcare environments such as doctors' offices, clinics, hospitals, laboratories, and pharmacies.

Public Sector Customer Service Training

Citizen Service: Customer Service and Communication Skills for Government Employees

This customer service training is designed for those who work for government agencies/ministries and routinely interact with both internal and external customers. This workshop covers all aspects of professional communication and customer service for working with members of the public, coworkers, and elected officials.

Guest Relations & Hospitality Skills Training

At Your Service: Delivering a Five-Star Customer Experience

Beyond the architecture, décor, amenities, or natural beauty that might contribute to customers' pleasure in patronizing certain hospitality venues, nothing will ruin their experience faster than poor service. This workshop will discuss the best practices for delivering first-rate guest services and explores the ins and outs of guest relations and what it takes to deliver great service.

Leadership For Customer Services Leads, Supervisors & Managers

Leading Service: Setting the Stage for Great Customer Service Interactions

Whether it's good, bad, or ugly, customer service starts at the top. If the leadership team values quality, the organization usually values quality. If the people at the top take shortcuts, a short-term view seeps into the company's DNA. It's those simple Strong leaders are an essential element in the customer service equation. This program examines steps to exceptional leaders take to build a strong culture and drive a team toward first-class service.