

FREE
APRIL-MAY 2020

Brilliant
CUSTOMER SERVICE

Brilliant Online Meetings

An essential 'Live Online Learning' course with practical skills and techniques for successful online meetings

Overview

FREE -Brilliant Online Meetings (45 minutes)

Running an online meeting is very different to face to face events.

- No response to questions
- Limited interaction and rapport
- Long periods of silence
- Tech troubles!... “Hello, can you hear me?”
- People reading their emails and not listening
- Just plain boring!

It does not have to be like this!

Online meetings can be as enjoyable and productive as face to face meetings, if you know how.

Learning points:

- How to make your online meetings more productive and enjoyable
- Different ways to interact and involve people online
- Make technology your friend
- Techniques for better online communication
- Creating visuals and content

Who would benefit?

Anyone who hosts or participates in online meetings, group chats, webinars or events. Including managers, professionals, sales and customer service.



What's Included

All this for free and in only 45 minutes, delivered online using an interactive webinar format.

Five Modules:

1. Making friends with technology
2. The best way to structure, plan, and prepare
3. The five keys to online communication
4. Getting engagement and interaction
5. Best practice checklist



With examples, discussions and Q&A, Includes follow-up eLearning resources and PDF guide.

This interactive free live webinar shows you how to make the best use of online meeting tools and software.

Access from any computer, smartphone or tablet.

All courses are delivered live and online for both individuals and companies. Please email or call for more information.

grp@brilliantcustomerservice.co.uk / 07515 851 691

About us

We help companies of all types, sizes and sectors to improve their customer service standards, systems and skills. We refer to this as the three S's of **SucceSS**.

Standards

Systems


Skills

Customer service is our passion, with over 25 years of experience working with a huge variety of organisations.

Whatever the goals for your business, team or individuals, delivering outstanding customer experience is the key along with improved productivity, cash generation, staff morale and sustainable growth. We do this by providing specialised customer focused consulting, training and skills coaching.

Organisations currently benefiting from Brilliant Customer Service





Brilliant

CUSTOMER SERVICE

Brilliant Customer Service Ltd.

The Pinnacle, Milton Keynes ,MK9 1BP

03333 234 744

hq@brilliantcustomerservice.co.uk

www.brilliantcustomerservice.com