



Brilliant Online Customer Service Skills

Connecting with customers using live chat and more

Overview

The course is interactive, fast-paced and highly participative, using the latest learning techniques to help capture and keep everyone's one's attention throughout the course

It will use examples taken from learner's own experience and their customer situations, making every learning point relevant and practical.

Key features of this training

- Half-day training workshop for up to 8 participants, held on your premises.
- Proven content, fully personalised to meet your objectives
- Highly interactive with role-play and practice sessions
- Established team of experienced facilitators

About the training

The focus of this engaging half-day live training course is to develop practical and proven ways of improving customer service and support standards whilst working online. This includes:

1. Improved customer engagement skills using live-chat, messaging, and email
2. Customer impact: More professionalism and engagement on social media platforms
3. Writing and checking skills for customer impact and clarity.



Course Outline

Brilliant Online Customer Service Skills



Brilliant Online Customer Service Skills – Key Principles

- Customer impact and engagement – the little things that make a big difference
- The SPECIAL model - creating customer satisfaction naturally and consistently
- Applying these principles to your job role and customer type - practical exercises

Connecting with customers using live chat

- Brilliant first impressions and last impressions online
- How to ask for information and manage an online conversation
- Providing information and answering questions effectively

Email etiquette and business writing skills

- How to write clear, positive, and professional emails and social media posts or review comments and answers
- Top recommendations for email best practice and etiquette.
- Practical tips on how to edit and proofread emails for accuracy, brevity and clarity.

Personal Application Plan

- Planning for change – presentation of individual learning summary and action plans.



**Please get in touch for more details
and a free quotation**

Full UK coverage

Options

Follow up eLearning

A variety of business based modules to choose from, all available as a bespoke package

Coaching Sessions

One to one at the desk coaching sessions following training.



A person is sitting at a wooden desk, working. They are using a laptop, a tablet, and a smartphone. The person's hands are visible, holding a pen and writing in a notebook. The background is slightly blurred, showing a modern office environment.

Brilliant

CUSTOMER SERVICE

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