



A snapshot of our Customer Excellence Toolkit

Give your employees unlimited year-round access to regular LIVE, INTERACTIVE customer excellence webinars.

Exceptional Customer Service can build customer loyalty, reduce complaints, and define your reputation in the industry. These modules help client facing employees put the client at the heart of everything. Client centricity at its best. This category is split between 3 courses, and each course is designed for an audience with different levels of experience from the beginning of your customer service career to more advanced client relationships

What's in the Toolkit?

Note the below is just a snapshot and all modules are repeated throughout the year including in multiple time-zones. This is in addition to new content being added throughout the year.

Course
Customer Operational Excellence
5 Modules

This course is designed for individuals that work in a reactive business environment, responding to incoming requests and queries. This course will help you develop strong customer service skills, demonstrating service excellence through every interaction, focussing on excellent communication skills to ensure a first-rate service.

- **Delivering Customer Service Excellence**
- **Managing and Meeting Customers' Expectations**
- **Adapting your Customer Service Skills to a Remote Environment**
- **Dealing with Challenging Customers**
- **Delivering an Exceptional Customer Service for Internal Stakeholders**

Course
Customer Delivery Excellence
5 Modules

Satisfied customers might recommend your company, product, or service to a colleague, leading to new business but how do we give ourselves the best opportunity for this to happen? This course will focus on how to build strong and positive customer relationships, through collaboration and trust. You will learn how to identify customer needs, deliver value, and make a positive difference to your customers business.

- **Putting Yourself in the Customer's Shoes**
- **Understanding Style Awareness and Managing Personalities**
- **Understanding Needs to Deliver Value**
 - **How to Build Rapport and Trust in Relationships**
 - **Effective Customer Meetings**

Course
Customer Strategic Excellence
5 Modules

This course is designed for Individuals who want to develop a strategic partnership with customer contacts. An equal relationship, focused on understanding the customers priorities so they can advise solutions. How to be the trusted advisor your customer is hoping for.

- **The 5 Whys and Understanding how to Problem Solve**
- **Understanding the Human Buying Psychology**
 - **Client Complaint Resolution**
 - **Delivering a Superior After Sales Experience**
 - **Stakeholder Management**



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