



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 customer facing employees put the customer at the heart of everything. Customer 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 a seasoned professional.

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
6 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**
- **How to be an Effective and Active Listener**
- **How to Communicate Effectively through Email**
- **How to Communicate Effectively through Verbal Communication**
- **Managing and Meeting Customers Expectations**
- **Dealing with Challenging Customers**

Course
Customer Delivery Excellence
8 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**
- **Managing Stakeholder Relationships**
 - **Assertiveness**
- **How to Build Rapport and Trust in Relationships**
 - **Effective Customer Meetings**
 - **Working across Global Markets - Understanding Cultural Differences**

Course
Customer Strategic Excellence
8 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.

- **Emotional Intelligence and Self-Management**
- **Customer Complaint Resolution**
- **Giving Informal Feedback to colleagues**
- **Johari's Window and Self Awareness**
- **Delivering a Superior After Sales Experience**
- **Understanding the Human Buying Psychology**
- **The 5 Whys and Understanding how to Problem Solve**
- **Creative Presentations using Power Point**

Toolkit launch offer for a limited time only.



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