



Customer Care Workshops

Soft skills training in communication

Face to face communication

Telephonic communication

Deaf awareness training

Diversity awareness training

Target Delegates

Call handlers, retail, client facing

Purpose

To provide excellent, experiential face-to-face or telephonic customer care training

Process

Using practical 'hands on' exercises, role play and purposeful games, we develop delegate's self-awareness when dealing with clients, confidence with face-to-face communication and a professional approach to customer care

Minimum duration 1 day

Maximum delegates 15 – 1 trainer

Payoff

- Confident handling of customers with appropriate care and professionalism
- Developed communication skills (listening, responding, clarifying and empathy)
- Developed self-awareness and personal presentation skills
- Tools to deal with difficult situations
- Practice in 'real life scenarios' through 'role play' and exercises
- Identify and define best practice customer service for your company
- Empower delegates to become more effective communicators

Clients include:

Birmingham City Council, Service Birmingham, NHS, Sheffield City Council

"The course was very 'hands on' with a great deal of participation, which illustrated clearly the objectives of the course, interesting and different and really made me think. "

IT Network Engineers, Service Birmingham