

Developing Customer Service Skills

Providing Customer Service well, whether it be internal or external, is vital for continued success in any organisation. Managing a customer relationship requires that people are alert to changing needs, aware of difficulties as they arise and able to see issues that need resolving.

This course is designed to develop participant's skills and knowledge to provide an effective service to customers and clients, in a variety of work settings.

Participants will learn techniques for effective communication to gather information, solve problems, or present solutions.

DURATION: 1 day

FACILITATOR: Phillip Connell B Bus (HRD), Ass Dip Bus (HRD), Grad Dip Bus (Mngt), Cert IV Assessment and Workplace Training. Along with qualifications in HR, training, and business management, Phillip has over the past 16 years, workplace experience, and has consulted to many diverse industries, including state & local government, mining, manufacturing and service industries.

PREREQUISITES: Nil

COURSE OUTLINE

- Identifying customer needs and expectations
- What is good customer service?
- Building empathy with customers
- Fundamentals of dealing with customers and clients
- Providing professional customer service
- Communicating With Customers
- Some techniques to improve your listening skills
- Perception
- Skills in listening and being heard
- Managing emotions
- Communicating clearly
- Personality types
- Creative problem solving
- Negotiation skills
- Diagnosing problems and causes of conflict
- Dealing with customers that appear difficult

Local Government Training Institute

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WHO SHOULD ATTEND THE COURSE? Staff required to provide services and information to internal and external customers.

To register, please complete a Local Government Training Institute registration form at <http://www.lgti.com.au> and submit online; or you can fax to Local Government Training Institute on (02) 4966 0655

Course enquiries may be directed to Training Administration on 49 222 333

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