

Communications, Quality Client Service – 1 day



Pre-requisites

There are no pre-requisites for this course.

Description

Do you need to:

- Master the Art of Communication
- Provide Quality Service
- Handle Complaints and Difficult Customers/Clients
- Learn about yourself and patterns of behaviours that you have encountered but haven't taken the time to understand as fully as needed.

Aim

This one-day course aims to provide you with the skills to communicate with confidence and improve your workplace relationships through an increased understanding of yourself and others.

This course will also explore client service and provide you with the skills and knowledge to respond to client needs. By focusing on professional communication, this course will help you manage and monitor the effectiveness of your service to clients.

Learning Outcomes

At the completion of this course you should have the skills and knowledge to:

Master the Art of Communication

- Understand your communication style and how you can adapt it to work more effectively with others.
- Identify and remove barriers to effective communication.

Quality Client Service

- Identify who are your internal and external customer/clients
- Apply key communication skills to better address customer/client needs

- Active Listening, Telephone techniques, handling complaints
- Understanding clients with Special Needs

Topics Covered

Key topics covered on this course include:

Master the Art of Communication

- The purpose of Communication?
- Five categories for active listening?
- Questioning Techniques
- Feedback vs. Feed forward

Effective communication

- Common communication mistakes
- Verbal vs Non-Verbal Communication
- Empathy
- What is emotional intelligence?
- Self-responsibility

Quality Client Service

- Product vs Client approach
- Nine principles of Quality Customer Service
- Discover Pre-Suasion

What do Quality Service-Givers do?

- Communicating with Customers/Clients
 - Attitude
 - Skills
 - Courtesy

What do Clients Really Want?

- Twelve basic customer/client needs
 - Listening
 - Talking
 - Writing
- Telephone techniques / Handling complaints

How to deal with Difficult customers

- Types of difficult customers
- Ten tips for dealing with Difficult clients



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Canberra Level 1, 15 Moore Street, Canberra City, ACT, 2601 Phone: 02 6162 2929 Fax: 02 6162 2928

Melbourne Level 6, 446 Collins Street Melbourne VIC 3000 Phone: 03 8060 4555 Fax: 03 9642 0150