

Mastering the Art of Exceptional Customer Service

2.5 hour workshop



What's it about?

This fast-paced and interactive workshop will equip participants with the knowledge and skills necessary to establish lasting positive customer interactions.

If you engage with customers (either internal or external) don't miss this opportunity to boost customer satisfaction, drive business growth and deliver exceptional customer experiences.

Learning Outcomes:

- Understand critical communication factors that influence and impact customer service excellence
- Navigate customer interactions with strategic questioning to create positive outcomes
- Recognise instinctive reactions and learn how to transform them into deliberate responses when faced with challenging customer interactions
- Reinforce active listening and identify your own listening gaps
- Identify phrases that derail interactions and convert them into effective solutions

Boost customer satisfaction, drive business growth and deliver exceptional customer experiences.