

Customer Service Professional Training for the Print Industry



Manitoba Customer
Contact Association



Part 1 – Emotional Intelligence

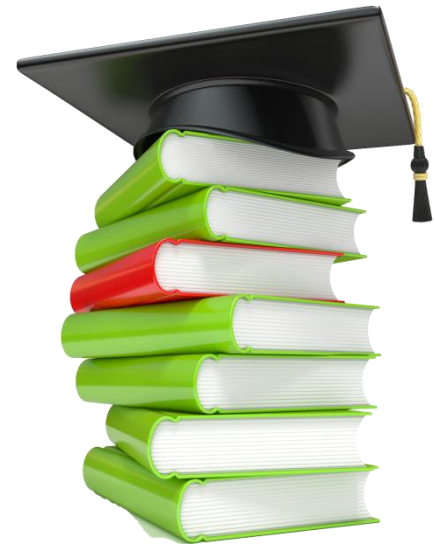
- What is emotional intelligence?
- How does it pertain to me and/or others?
- How will being emotionally intelligent help with interactions?
- Learn 3 basic strategies for handling stress with emotional intelligence

Part 2 - The Standards

- Body Language for customer service (including tips to improve body language)
- Interactions
 - Beginning - Creating Rapport & Acknowledgement
 - Middle - Fact Finding
 - End – Closing
- Rules of Engagement
- Strategies to Maintain Control

Part 3 – Handling Difficult Customers

- Tactics to handle difficult customers/situations
 - Psychology of Anger
 - Encouraging calm - Empathy vs Sympathy
 - Never meet force with force
 - Solve the Problem
 - Decisive movements
 - Guide the customer
 - Don't seek to win



Part 4 – Time Management

- Investment vs waste
- Time management self-assessment
- Setting priorities
 - Importance vs urgency
 - Beyond setting priorities
- Strategies to overcome barriers to managing tasks
- Best practices and personal commitment

Overall the areas of focus:

- Self-Audit
- Creating a connection/rapport
- Creating excellent first and lasting impressions
- Effective use of words, tone and voice
- Listening, understanding, acknowledging and taking ownership of the interaction
- How to ask questions
- Documentation
- Communication styles
- There will be breakout/exercise sessions that occur
- Managing the interaction to resolution
 - Understanding/meeting diverse/difficult customer needs
- Solve the problem
- Guiding the customer
- Effectively addressing different emotional states
- Negotiation skills