

PROVIDING SUPERIOR CUSTOMER SERVICE

Maintaining brand loyalty is an art that demands excellence in customer service—a crucial factor in outpacing competitors. This advanced course targets frontline service providers, furnishing them with essential techniques for improving customer interactions, especially in challenging situations involving conflict or unmet customer expectations. Poor service can significantly harm an organization's profitability; conversely, adept handling of such scenarios can transform dissatisfied customers into brand champions.

Program Objectives:

- Undertake Talent Authority's DISC Customer Service and Sales evaluation.
- Gain access to exclusive online resources and a personalized 24-page report.
- Develop self-awareness regarding personal tendencies that could affect service efficiency.
- Learn to identify and cater to various DISC customer profiles and their specific expectations.
- Enhance communication strategies to align with customer needs.
- Understand the profound influence of interpersonal skills in diverse interpersonal contexts.
- Expand upon DISC insights to master six core principles of effective relationship management.
- Prepare for tough conversations with a strategic and methodical approach.
- Discover the value of feedback and master a proven method for delivering both positive and negative feedback.
- Grasp the dual impact of satisfied and dissatisfied customers on a business's success.
- Distinguish between different customer types and harness the potential of sharing customer experiences.
- Apply practical skills for addressing customer dissatisfaction while balancing business goals.
- Engage in real-life simulations to practice and observe the application of acquired skills.
- Devise a strategy for the ongoing application of the new skills learned, fostering accountability, and refining customer service competencies.

This dynamic Customer Service program is designed to be flexible, ranging from 8 to 12 hours depending on group size, and is customizable to meet specific organizational and team requirements. For additional information or to schedule a session, please reach out to training@TheTalentAuthority.com or call us at 833-People1, extension 700.

We also have a leadership course available.

Providing Superior Customer Service: The Leader's Role