

**Customer Service Workshop**

“If you don’t take care of your customer, your competitor will.”

 – Bob Hooey



Customer Service Workshop

Duration: 2 Days

No of Participants: 25-30 Pax

Timing: 9:30 A.M- 5:30 P.M

Target Audience

* Individual Contributors
* Early Managers
* Supervisors
* Employees of any department

Workshop Objectives

* Understanding Customer Service Essentials
* Building an Attitude of Ownership
* Moment of Truth
* Understanding your customers (Needs)
* Impactful Communication
* Customer Service Model
* Saying No to a customer
* Handling an Irate Customer
* Net Promoter Score
* Tips for world class Customer Service

Workshop Outline

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| **Day-1** |
| **Sr. No.** | **Time** | **Topic** |
| 1 | 9:30-10:15 AM | **What’s In It for Me*** Workshop Intro & Agenda
* Ground Rules
* Icebreaker
* Facilitator Intro
* Participant Intro & Expectations
 |
| 2 | 10:15- 10:30 AM | **Pre-Training Assessment** |
| 3 | 10:30- 11:15 AM | **Module-1 - Customer Service Essentials*** What do People Remember and Why.
* What is Customer service
* Importance in Customer Service- Self
* Benefits of great customer service to Organisation
 |
| 4 | 11:15 – 11:30 AM | **First Tea Break** |
| 5 | 11:30 – 12:30 PM | **Module-2 - Building an attitude of Ownership & Accountability*** Understanding Ownership
* Developing a Proactive Approach-Circle of Control
* Building a solution Centric
* Avoid Blame Game- Walking the Extra Mile
 |
| 6 | 12:30 – 1:15 PM | **Module-3 - Moment of Truth** * Understanding Moment of Truth
* Moment of Misery Vs Moment of Magic
* Exploring the customer delight moments
* Building The Tragics into Magics
 |
| 7 | 1:15 – 2:00 PM | **Lunch Break** |
| 8 | 2:00 - 2:15 PM | **Energiser** |
| 9 | 2:15- 3:15 PM | **Module-4 - Understanding Your Customer (Need)*** Creating a safe and respectful work environment
* Active Listening
* Asking Questions (Open Ended Vs Close ended)
* Clarifying doubts
* Reconfirm the understanding
 |
| 10 | 3:15- 4:15 PM | **Module-5 - Impactful Communication*** Types of Communication (Passive, Aggressive & Assertive)
* Understand Assertive communication
* Following an Assertive communication style
 |
| 11 | 4:15 - 4:30 PM | **Second Tea Break** |
| 12 | 4:30- 5:00 PM | **Recap Day-1** |
| 13 | 5:00 - 5:30 PM | **Closing*** Q& A
* Closing Video
* Homework for day 2 (Optional)
 |
| **Day-2** |
| **Sr. No.** | **Time** | **Topic** |
| 1 | 9:30-10:00 AM | **What’s In It for Me** * Recap of Day 1-Activity
* Agenda
 |
| 2 | 10:00- 11:15 AM | **Module-6 – PRIDE Model of Customer Service** * P-Personalise
* R- Respect & Professionalism
* I- Innovate & Improve
* D- Develop Yourself
* E- Empathy
 |
| 3 | 11:15 – 11:30 AM | **First Tea Break** |
| 4 | 11:30 – 12:15 PM | **Module-7 – Practicing Empathy** * Understanding Empathy
* Benefits of Empathy
* Ways to practice Empathy
* Left Hanging Activity
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| 5 | 12:15 – 1:15 PM | **Module-8 - Saying No to a customer*** Why Saying No to Customer
* How to say No to the customer.
* Techniques to say no
* Role Plays & Practice
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| 6 | 1:15 – 2:00 PM | **Lunch Break** |
| 7 | 2:00 - 2:15 PM | **Energiser** |
| 8 | 2:15– 3:15 PM | **Module-9 - Dealing with an Irate Customer** * Help him empty the cup.
* Providing solution to the customer
* Closing the interactive with a reassurance and positive words.
* Next Steps to be adhered
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| 5 | 3:15 – 4:15 PM | **Module-10 - Net Promoter Score(NPS)*** What is NPS
* Importance of NPS
* How to calculate NPS
* Promoters Vs Detractors
* Tips for World class customer service
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| 12 | 4:15- 4:30 PM | **Recap Day-1 & Day-2** |
| 12 | 4:30- 4:45PM | **Post Training Assessment** |
| 13 | 4:45 - 5:30 PM | **Conclusion/ Closing*** Summary of key points
* Feedback forms
* Q&A session
* Closing Video (If any)
* Group Photo
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\*This Workshop outline is based on the industry best practices and will be customised after discussion with the client. \*