

# Customer Service

## Overview

Your customer service lays the foundation for your business' success. Delivering truly outstanding customer service is essential to building a strong and competitive advantage.

Good customer service is the difference between a loyal client that will bend over backwards for you and an unhappy client that walks out your doors, telling every person they know about their 'bad' experience. In this workshop, we will focus on gaining a better understanding of who your customer is, what drives them and how to develop your skills to become the gold star provider that every client wants to be a part of.

## Course content

- Learn the details of Emotional Intelligence and the importance of self-awareness, social awareness and self-regulation to better understand and communicate with your clients.
- Discover 'above and below' the line behaviours to create a more positive mindset for yourself and your clients.
- Understand the power of great communication and rapport building to gain positive influence with your clients, handle difficult clients, and work effectively with your colleagues.
- Learn how to recognise values and match them to gain the best results.
- Build confidence in your customer service approach.
- Learn how to adapt to change and even encourage it.

### Who's it for

All staff who work in sales and customer service.

### Options

**Time:** 2 hours to a full day  
**Delivery:** Easily tailored to suit  
(In-house workshop, webinar, group delivery or individual coaching)



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