

Customer Service

Overview

The Employment services industry is changing, and the focus is slowly moving towards a customer-centred approach rather than a business centred approach. It's more important than ever to know what your clients want and how to give it to them.

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. With this one-day 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

Frontline staff and consultants working with employers and job seekers.

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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