



Inbound Customer Service Excellence®

Professional Development Seminar

LEARNING OUTCOMES

- HOW TO STAY ALERT AND FRESH THROUGHOUT A BUSY DAY ON THE PHONES
- HOW TO IMPROVE THE SOUND AND PROFESSIONALISM OF YOUR VOICE
- LEARN POSITIVE PHRASING OR REFRAMING TECHNIQUES
- USE NEW IDEAS TO CALM DOWN UPSET OR ANGRY CUSTOMERS INSTANTLY!
- HOW TO UP-SELL OR CROSS-SELL USING NON-MANIPULATIVE SELLING (OR SERVICE) TECHNIQUES



Imagine if each of your Customer Service Representatives and team members knew the secrets of delivering amazing customer service and support over the phone?

Let's be honest, these days average customer service skills on the telephone can irritate your customers and even drive them away. So imagine how each of your customers will feel when your people deliver a great telephone customer service experience... *every time!*

The one-day **Inbound Customer Service Excellence®** seminar shows your people how to use the telephone more efficiently and effectively so that the impression each customer gets of your organisation and your people is positive, polished and professional.

The objective of this skills-based training program is to increase the customer service and call handling skills of your customer service and contact center staff, with specific emphasis on helping them to build stronger customer relationships, better problem solving, multi-tasking (orders, requests, outbound calls) and advanced telephone service and sales techniques.

In just one day your front-line customer service staff will discover how to improve every aspect of their telephone and customer service skills so that they can better support your organisation. Using role-plays, activities, discussions and practical demonstrations your people will discover new ways to control the stress and pressure that often comes with "front-line" telephone customer service roles.

Inbound Customer Service Excellence® is full of techniques, practical ideas and strategies to face multiple tasks and phone calls more confidently. The program also teaches how to manage their time and priorities when they are not on the telephone and how to build rapport with all types of new and existing customers, as well as handle conflict and difficult situations.

- ✔ Building Rapport. Techniques to build customer rapport on the telephone.
- ✔ Use enquiring and active listening skills using positive phrasing techniques.
- ✔ Discover how to use the sound of your voice to portray empathy and care.
- ✔ Learn non-manipulative "selling" techniques when taking orders.

Seminar Overview

What's Included

SESSION OUTLINE

(One-Day Program : 9:00 – 5:00pm)

MODULE 1:

- Why great service matters in your organisation
- What do customer's expect when they call?
- The 5 levels of telephone customer service
- How to win over customers right from the start on the telephone call
- Creating rapport and customer service loyalty through your attitude and the sound of your voice

MODULE 2:

- Moments of truth'. Delivering incredible telephone customer service
- Strategies for asking questions and "screening" customer enquires
- How your tone of voice and the words you choose can instantly inspire customer confidence
- The 8 parts and process of an efficient telephone call
- The power of using active listening skills on the telephone
- Your positive words, phrases and tonality

MODULE 3:

- How to deal with difficult people and manage difficult-to-understand customers on the telephone
- Brilliant techniques to calm down challenging callers
- How to say "no" with a "yes"
- How to juggle multiple demands and time management priorities when the phones are running hot

MODULE 4:

- How to manage more than just the telephone
- Turn more enquires for information into sales
- Up-selling & cross selling strategies to increase revenue
- Overcome call reluctance and getting motivated if you must make outbound calls
- How to reduce stress and enjoy your work!



EACH PARTICIPANT RECEIVES

Each participant receives a professionally produced, detailed training manual and reference material. In addition, participants receive a password to online e-learning and reference material (where they can access audio coaching files, white papers, posters, and other training materials).

FREE eCOACHING FOR ALL PARTICIPANTS

To help participants implement all they have learnt at this powerful seminar, they'll also receive access to a 6 month e-Coaching program free!

This unique coaching program starts 14 days after the training.

At the comfort of their desk and at a time which suits them, participants enjoy these eCoaching sessions, as they reinforces all that has been learnt at this development program.



CERTIFICATE OF ACCOMPLISHMENT

Each participant also receives a customised "Certificate of Accomplishment", to be framed and displayed at their office or home.



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