

## Course Information

### Introduction to Customer Care and Communication

#### **Course Overview**

Customer service and high expectations are increasingly important, and it's essential that all customers accessing your business or service receive a positive experience, every time! Investing in developing communication skills is essential to customer service and turns people into loyal clients for your business. This practical course will provide lots of opportunity to participate, enabling delegates to have a much better understanding of why customer service is so important and what they can do to ensure they provide the highest levels of customer service and satisfaction at all times.

#### **Who should attend this training**

Front line/customer facing staff; where customer care is part of their daily job role, people looking to begin working with customers, or anyone who wants to improve their communication skills and feel comfortable and confident in any customer situation.

#### **Learning Outcomes**

In this session delegates will:

- Identify your own strengths
- State what is meant by 'customer service'
- Describe why effective customer service is important to an organisation
- State how to identify customers' needs and expectations
- List examples of personal behaviours that can positively affect customers' perceptions of an organisation
- Compare different methods of communicating with customer and when it is appropriate to use them
- Give examples of positive and negative customer service language
- Explain the importance of non-verbal communication and body language
- Describe how body language conveys what someone is thinking or feeling
- Define the term 'active listening'
- Apply listening skills effectively
- Describe different types of questions to ask, when dealing with customers
- Respond and communicate with others and be able to recognise and adapt communication styles to suit different audiences
- Discuss how to handle difficult situations and maintain control in a calm and professional manner.
- Identify what changes you can make within your role and how you can apply good practice in the workplace

#### **Delivery and venues**

This is a one day, but can also be shortened to a half day course. All our courses can be delivered either in house at your place of work, at another location that you've sourced, or at a venue arranged by Reconnect. Groups are of a manageable size, usually between 10 and 20, to enable all delegates to participate fully and communicate with confidence in a safe environment. For information on course fees please contact us

For further information and to discuss your business requirements please contact us:

Gill Grattan - Tel: 07850218914, Email: [gill.grattan@reconnectdementia.com](mailto:gill.grattan@reconnectdementia.com)

Gill McBain - Tel: 07984171746, Email: [gill.mcbain@reconnectdementia.com](mailto:gill.mcbain@reconnectdementia.com)

[www.reconnectdementia.com](http://www.reconnectdementia.com)