

Customer Service: Best Practices for Communicating by Phone, by Email and in Person

Objectives

To apply up-to-date customer service standards in order to ensure a superior service experience for customers.

Targeted audience

All technical support sales and customer service positions.

Prerequisite

None.

Content

- Best practices in customer service: on the phone, by email and in person
- The importance of the customer experience
- Features of satisfying and memorable service experience
- The first impression
- Internal vs. external clients
- The stages of the calling process: ethics and ease over the telephone
- Assessing your own strengths and opportunities for improvement in customer service
- Active listening: self-evaluation, definition and obstacles to effective listening
- Words, expressions and behaviours to adopt and to avoid
- Recognizing and adapting to different personality styles
- Analyzing needs: how to ensure proper assessment
- Using empathy to disarm negative emotions
- How to apologize
- How to tactfully interrupt
- Techniques for keeping customers loyal
- 25 best practices in electronic communications
- Case studies
- Building a personal action plan
- Reference sheet including key concepts

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<http://www.technologia.com/en/human-capital-and-management/managing-your-customer-relationships/customer-service/customer-service-best-practices-for-communicating-by-phone-by-email-and-in-person/>

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1 DAY

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510 \$

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460 \$

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