Customer Service Cycle-Management©

This is an 8 course online blended-learning curriculum with a highly experienced executive coach. The learning methodology is based on the Performance Assurance System™, a research-based and award-winning learning model for sustainable results. Accelerate your Customer Service Cycle-Management© with our learner assessment, leading practice learning methodology, coaching, 24/7 online and mobile micro-courses with games and quizzes to support learning and mastery of Customer Service Leader skills and knowledge. Our Customer Service Cycle-Management© Curriculum focuses on essential skills and behaviors needed to be a high-performance leader of the customer service function.

FIRST IMPRESSIONS
Greeting/Introductions
Customer Courtesy
Professional Image/Clothing
Word Choices
Telephone Skills

BUILDING RAPPORT
Business Etiquette/Customer Care
Instant Rapport
Building Trust and Respect
Confidence in any Situation
Building Positive Relationships

QUESTIONING
Information Gathering
Pinpointing Needs
Self-Service Questions
Open-Ended Questions
Controlling the Conversation

LISTENING
Authentic Listening
Increasing Concentration
Developing Curiosity
Improving Clarity
Critical Listening

PROBLEM-SOLVING
Early Problem Recognition
Four Stages of Creative Problem-Solving
Defining Problems Accurately
Confident Decision Making
Crisis Resolution

DIFFICULT SITUATIONS
Calming Upset/Irate Customers
Difficult Customers
Call Escalation
Handling Complaints
Delivering Bad News

FOLLOW-THROUGH
Upselling Opportunities
Preventing Buyer's Remorse
Email Etiquette Follow-Through
Customer Feedback and Satisfaction Surveys
Keeping Customers for Life

PROJECT MANAGEMENT
Introduction to Project Management
Project Definition
Project Planning
Project Implementation
Project Closure

HIGH PERFORMANCE LEADERSHIP ACADEMY ℠
Powered by
CHART LEARNING SOLUTIONS

CHART LEARNING SOLUTIONS