

‘Mind’ If I.....

Habits, working environments, attitudes and beliefs are barriers to developing great communication skills. What we believe about our customers, influences how we behave towards them and in turn, how customers respond.

‘Mind if I....’ is a customer service course with a difference. Training Customer Service staff on communication skills alone, will not achieve the results that companies strive for. Without equipping staff with the skills and techniques to manage everyday emotions, face work challenges proactively and change negative thoughts and beliefs to positive ones, it is unlikely that customers will be receiving the service they deserve.

Our exciting new course can be delivered over full days or half day sessions – you choose the modules that fit your requirements and the level of detail you want us to cover and we will design a bespoke programme which will provide a high return on investment.

At the end of the course all attendees will complete an action plan.

Module 1 – half day

Change your Mind

- Identify how thoughts and beliefs affect behaviour
- Recognise the thoughts and beliefs individuals currently have about work situations, customers, processes etc. and how they impact behaviour
- Changing our perception – understanding the part ‘perception’ plays in determining our actions
- Raise awareness and responsibility for factors within our influence and control
- Develop a receptive state of mind – Controlling our state by focusing our thoughts.
- Create ‘Customer Care’ beliefs

Module 2 – half day

Managing emotions

- Emotional Intelligence & NLP basics to equip individuals with the techniques to manage negative emotions which impact behaviour
- Develop your knowledge of Emotional Intelligence and explore the link between EI and performance
- Be proactive - identify emotional triggers and explore positive next steps to avoid a future reactive action.
- Review techniques to manage emotions effectively
- Practise the Reframing technique - changing mind-talk to change emotional states
- Develop techniques to create a positive state when you recognise that a ‘bad’ day or a ‘difficult’ customer call has affected your mind-set.

Module 3 – full day or 2 half days

Communication skills – key skills to deliver a great customer service

- Create a positive first impression - The use of positive and welcoming language which customers want to hear.
- Using effective questions at the right time to accurately identify the customer's needs and enhance call control.
- Develop your listening skills by recognising internal and external barriers and identifying how to overcome them
- Explore techniques to handle difficult conversations.
- How to demonstrate empathy and show customers that you genuinely care.
- The use of language to create trust and understanding with customers.
- How to build and maintain rapport with customers by understanding blocks to rapport and how to adapt your communication style.
- Create a positive last impression which leaves your customer feeling valued.

Module 4

Developing your mental toughness

Mental Toughness describes the mind-set that every person adopts in everything they do.

Mental Toughness is measured in terms of the 4Cs

- Control: Life control - Belief that you really can do it
- Commitment : Goal Setting - doing what it takes to keep promises and achieve goals
- Challenge: Risk taking & learning from experience - being driven to succeed and seeing setbacks as opportunity for learning
- Confidence: Belief in the ability to do things or that you can acquire the ability. Also, the belief that you can influence others.

This module includes the mental toughness assessment MTQ48, which is an additional cost of £30 per person.