

‘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 as 2 consecutive days or split over a timescale which meets your needs.

The content of the course will be tailored to meet your requirements

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

DAY 1

Emotional Intelligence & Mental Toughness - manage everyday emotions which may have an adverse effect on service delivery.

Emotional Intelligence:

- Develop your knowledge of Emotional Intelligence and explore the link between EI and performance
- Identify how thoughts and beliefs affect behaviour
- Changing our perception – understanding the part ‘perception’ plays in determining our actions
- Be proactive - identify emotional triggers and explore positive next steps to avoid a future reactive action.
- Review techniques to manage emotions effectively, including re-framing technique

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.

DAY 2

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.

If you are interested in this course, please contact Jacqui Turner info@turnercorner.co.uk for more details.