



## **VIRTUAL INSTRUCTOR-LED TRAINING QUALITY CUSTOMER SERVICE (2 DAYS)**

### **INTRODUCTION**

How do we deal with customers when social distancing is recommended? The **Quality Customer Service** training programme will help you to become more professional and effective in the way you handle both face to face and virtual interactions with internal and external customers.

Delegates will understand the impact on them and their organisation of providing the best possible service, learning to add value and go the extra mile.

### **REFERENCES**

***"I learnt a lot about handling different customers and improving my own customer service skills."***

***"I wanted to see how to improve my customer service skills and the facilitator covered all aspects to my full expectation. Thank you!"***

***"Everything was in order - my trainer was very open and friendly. I'm happy about that."***

### **WHAT THIS COURSE CAN DO FOR YOU...**

- Defining good service
- Adapting a professional approach to clients
- Communicating correctly with customers, both face to face, over email and telephonically
- Building customer relationships using technology
- Dealing with difficult clients
- Analysing service levels
- Personal accountability

### **TARGET AUDIENCE**

This unit standard is intended for all employees in organisations who recognise that a highly competitive market prizes Quality Service above all customer retention factors.

## **COURSE CONTENT**

### **Introduction to Customer Service – Challenges in a New World**

- Customer service in the world of Covid-19
- Proactive behaviour and empowerment
- Knowledge management

### **Good vs. Poor Service**

- Evaluate your own customer service levels
- The dimensions of service quality
- What does good service look like in a world of social distancing and virtual interaction?

### **Who is my Customer?**

- Looking at the external customer
- Researching the competitors
- The importance of treating internal customers correctly

### **Customer Satisfaction**

- The concept of the 'Moment of Truth'
- Retaining clients

### **Wow! Service – Going the Extra Mile**

- Adding value
- Adapting to and meeting customer needs in a changing world

### **Dealing with Customer Complaints**

- Principles for handling the irate customer
- Using the complaint to improve service

### **Measuring Customer Service**

- Setting service standards

### **Courtesy**

- Explain the concept of courtesy
- List examples of good or poor manners
- Find ways in which different cultures view politeness

### **Communication Skills – a Vital Tool for Excellent Customer Service**

- Sender and Receiver
- Channels of communication
- Active listening skills
- Questioning techniques
- Body language
- Barriers to communication
- Assertiveness skills
- Handling conflict
- Basic negotiation skills

### **Understanding and Communicating with your Customer**

- Explain the benefits of shifting communication styles with different personality types
- Explore ways of dealing with different customer-types in all situations

### **Personal Accountability & Commitment Plan**

## VIRTUAL INSTRUCTOR-LED TRAINING

Participants “attend” virtual classroom training, through the Zoom on-line platform, without having to travel to and from the classroom each day. Courses are divided into several shorter sessions to minimise operational disruptions and improve knowledge retention.

Training is facilitated in real-time, providing the benefit of hands on learning. Delegates interact with the facilitator and each other, as with any other classroom experience. This allows for a cooperative learning environment, where participants can share knowledge, engage in positive discussions and work together.

### Benefits of Virtual Instructor-Led Training

- ✚ Virtual training provides flexibility to both the client/delegate and facilitator.
- ✚ Delegates are active participants rather than relying entirely on the instructor.
- ✚ Virtual training is conducive to a more fluid exchange of ideas, focused real-life scenarios and an intensified level of engagement.
- ✚ Information is shared through video, documents, and written notes with learners in real-time.
- ✚ Delegates who have internet connection can learn at anytime and anywhere through virtual learning or through recorded videos.
- ✚ Delegates can participate in discussions and ask questions at any time.
- ✚ Breakout rooms allow delegates to work in groups and complete activities in teams which allows for a rich interactive experience.
- ✚ Access to expert facilitators who may otherwise be unable to visit workplaces due to unforeseen circumstances.
- ✚ Use of slides and video clips enhances virtual learning.

## POST COURSE ASSISTANCE

### “Contact the Coach” – Bridging Learning for Business Results

We offer a continued learning relationship providing **FREE** access to post course support to embed the knowledge gained. Our advisors are subject matter experts in each area of specialisation. Delegates can “Contact the Coach” for support, information or assistance with additional questions regarding the application of theory covered during the course.



### Personal Accountability & Commitment Plan

Kwelanga is determined to promote and encourage accountability and behaviour change once delegates return to the work place. A Personal Accountability & Commitment Plan is therefore included in each course presented.

Facilitators will guide delegates through the recording of action plan items and will encourage them to show their Personal Post Course Accountability & Commitment Plan to their up-line on their return to work so accountability is created. This tool will also be useful for monthly one-on-one development discussions.

## On-Line Knowledge Hub

All delegates attending Kwelanga Training courses have **FREE** access to post course on-line resources. Up-to-date, convenient and easily accessible information, relevant to the programme attended, is available. Tools include case studies, articles, exercises and other valuable information which will reinforce course content and assist in transferring knowledge and skills to the workplace.



## OUR COMMITMENT TO YOU ...

### *Kwelanga Training's Commitment*

*To develop and inspire each individual to be the best that they can be.  
To assist clients in the transfer of skills and positive behaviour change.*

For more information contact us on:

Email: [info@kwelangatraining.co.za](mailto:info@kwelangatraining.co.za)

Johannesburg: +27 11 704 0720 | Cape Town: +27 21 683 4084

Durban: +27 31 266 2808 | Port Elizabeth: +27 41 368 1500

Website: [www.kwelangatraining.co.za](http://www.kwelangatraining.co.za)