

CUSTOMER SERVICE TELE-TEAM MOTIVATION



Tele-Customer Service is one of the most challenging roles dealing with business inbound and outbound calls. In the UK 2010 the average length of time served in this type of position didn't last more than 18 months. So why is this?

The nature of the role is extremely demanding, every call is different, every conversation takes a different direction and the skill and energy of the customer service person has to remain high at all times. Simply put the role is mentally exhausting

WHAT IS IT?

- A workshop designed to leave participants feeling empowered in their role, confident and relaxed
- Provide participants with complimentary skills and knowledge of customer behaviours and communication preferences
- Provide awareness of what customers are really looking for from the conversation alone all been able to display empathy and understanding

WHO WILL IT BENEFIT?

- All customer service personnel who deal with customers "face to face or on the telephones"
- All experienced and new to role personnel



For further details and bookings, please contact:
Carol Gill on 01482 611896
or email c.gill@chambertraining.com

This workshop is designed to re-energise, re-focus, motivate and give new skill sets to experienced and new to role customer service personnel who predominantly use the telephone.

Workshop overview:

Understanding Customer Motivation

Behavioural and communication preferences

How to Build Rapport with your Customers

Emotional Intelligence

Considering how others will think and feel once a conversation ceases which affects what happens next

Creating a Buzz

Making customers feel special, their needs are recognised and empathy is displayed – listen to them, laugh with them (when appropriate) be sincere and inject energy, vitality and warmth into the conversations

Stay Positive

Dealing with the day to day pressures of the role which affects our motivation – stay motivated

Wednesday 31st August 1.00pm—4.00pm

Chamber members £75.00 plus VAT
Non Chamber members: £90.00 plus VAT

Venue: Chamber Training Office
34-38 Beverley Road, Hull, HU3 1YE.