

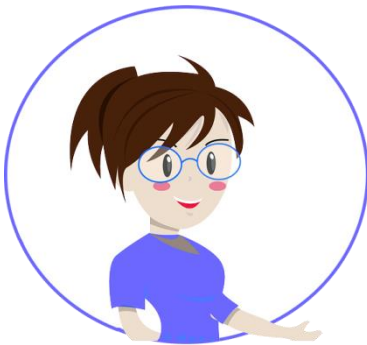
# Customer Care

## Aim

To motivate and empower the learner to communicate clearly and concisely and to contribute to a diverse working environment whilst understanding their role in both a macro and micro economic organisation. This is a highly motivational customer care workshop that gives us insight into our behaviour in a more sustainable way. It is also available as a 2-day accredited workshop.

**Please note: A customised version of this workshop can be aligned to the Batho Pele principles for government.**

## What Others Had to Say About this Course...



*An excellent course - something I can use in the workplace. ~ Nicolette*

## Who Should Attend this Course?

This course will benefit all staff who interact with customers, including Sales Staff, Office Staff, Receptionists, Retail Staff, Housekeeping Staff, Security Staff.

## Outcome

At the end of this workshop the learners will have mastered the art of communicating positively and without barriers.

SAQA US ID	NQF LEVEL	CREDITS	US TITLE
10354	2	8	Contribute to a diverse working environment in a Contact Centre

The unit standards above are an indication of the content of the workshop. Our workshop theories are designed to include the outcomes recommended by SAQA US IDs.

**Duration: 1-Day**

## Content

Definitions	<ul style="list-style-type: none"> <li>• What are the core building blocks of customer care?</li> <li>• Understanding customer service from a client's perspective</li> <li>• Performance standards in perspective and relating to customer care</li> </ul>
Understanding People	<ul style="list-style-type: none"> <li>• Understanding various comfort zones of communication</li> <li>• The different personality types</li> </ul>
Determining Your Personal Vision/Approach	<ul style="list-style-type: none"> <li>• Why the client is important, what he expects and what it means to you</li> </ul>
Accountability - What is "THE CHOICE"?	<ul style="list-style-type: none"> <li>• How to ensure effective results through effective behaviour change</li> <li>• Identifying BASE questions and behaviour</li> <li>• Identifying FASE questions and behaviour</li> </ul>
Consider Your Power	<ul style="list-style-type: none"> <li>• A step-by-step approach to customer care ensuring all bases are covered, a module on concise communication as well as dealing with difficult customers</li> <li>• Listen, apologise, solve, thank</li> </ul>
Meeting, Greeting and Cultural Awareness	<ul style="list-style-type: none"> <li>• Includes listening, complaint identification, cultural sensitivity, the smile, articulation and tone of voice, verbal communication</li> </ul>
Identifying the Required Hard Skills for the Job	<ul style="list-style-type: none"> <li>• Includes being aware of additional knowledge that needs to be gained.</li> <li>• For example you cannot give advice on product ABC without the knowledge/skill to do so and then how you go about obtaining that knowledge</li> </ul>