



Customer Care 2-Day

Course Outline



Your business outcomes are our priority. Proving impact in real time.

Aim

This accredited workshop has been designed to motivate and empower the learner to communicate clearly and concisely and apply this knowledge in the interest of internal and external customer care as well as for themselves from a career perspective.

Assessments are available for this workshop. It is our experience that the organisations that enter into this training also experience the added advantage of improved teamwork as a result of tremendous attitude improvement from learners.

About this Course...

To motivate and empower the learner to communicate clearly and concisely. Emphasis on client care and relationship building.

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 and will be able to contribute to a diverse working environment.

Assessments for this SETA accredited 2-day workshop are offered at an additional cost. These Assessments, referred to as Summative Assessments, require a commitment from both the delegate and his/her company – please see the Assessment Information document for more information.

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.

This workshop is fully accredited and aligned with the above unit standard.

Duration: 2-Days

Content

Topic	Details
Definitions, Attitude and Aptitude	• What are the core building blocks of customer care? • How well do we as individuals provide them and how efficient could we be?
Understanding People	• Understanding various comfort zones of communication, looking at our personal and company communication from a client's perspective
Determining Your Personal Vision	• Why the client is important, what he expects and what it means to the learner, recognising our reasons/motivations for certain perspectives and offering positive options or alternatives
Accountability - BASE and FASE	• How to ensure effective results through effective behaviour change, the use of a reflective diary is practised
Consider Your Power - PLEASE TRUST US	• A step-by-step approach to customer care with each letter of PLEASE TRUST US serving as a reminder and enabling us to check and ensure that all bases are covered • Concise communication • Positive communication • Dealing with difficult clients • 3-step assertive approach • Defusing conflict • Simple steps to query resolution
Embracing Diversity in the workplace	• Includes listening, unpacking perceptions, complaint identification, cultural sensitivity, the smile, articulation and tone of voice, verbal communication
Identifying the Required Skills for the Job	• Includes being aware of additional knowledge that needs to be gained • 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

Optional Purchases

When ROI and Implementation Matter

At Staff Training, we understand that each individual and/or organisation has unique needs and goals. We have developed a range of valuable, but optional purchases to maximise your training outcomes:

SETA Accredited Training Options

Most of our workshops are aligned with SETA Accredited unit standards, or you can opt for the fully accredited version of your workshop choice. This includes a certificate of competence when successfully completed. All other certificates are certificates of attendance.

The Afterburner

Afterburners are additions to selected workshops. These continued learning courses include a re-cap of material covered during the workshop and continue to expand on both knowledge and skills development for the workplace.

Skills Check

Skills Checks are extremely useful in the measurement of ROI of soft skills training. This tool is structured to help the learner improve on the implementation of new skills through a goal-driven process of accountability and reflection.

LevelUp Coaching

A 2-hour, one-on-one coaching option for those who would like to address and build on the knowledge they gained during training. Converting theory into practice under the tutelage of an experienced coach.

PowerPath Coaching

A powerful investment into your future leaders. One-on-one leadership coaching with the globally acclaimed Enneagram as the self-mastery tool.

Staff Training is an accredited IEQ9 Provider. Our Enneagram offerings include a SETA Accredited version of a leadership development workshop as well as an emotional intelligence and Enneagram combination. You can also explore our specialist hybrid offerings of workshops and coaching below.

[Enneagram Group Coaching Journey](#)

[Enneagram: Insight to Action](#)