



Customer Care

Course Outline



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

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

Topic	Details
Definitions	• What are the core building blocks of customer care? • Understanding customer service from a client's perspective • Performance standards in perspective and relating to customer care
Understanding People	• Understanding various comfort zones of communication • The different personality types
Determining Your Personal Vision/Approach	• Why the client is important, what he expects and what it means to you
Accountability - What is "THE CHOICE"?	• How to ensure effective results through effective behaviour change • Identifying BASE questions and behaviour • Identifying FASE questions and behaviour
Consider Your Power	• 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 • Listen, apologise, solve, thank
Meeting, Greeting and Cultural Awareness	• Includes listening, complaint identification, cultural sensitivity, the smile, articulation and tone of voice, verbal communication
Identifying the Required Hard 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](#)