



TRAINING THAT DEVELOPS
REAL CAPABILITY



Customer Care & Contact Skills

LPD002

Customer Care & Contact Skills

This course has been developed to enable learners to deliver quality customer service in any industry. The focus of the course is on the skills and knowledge required to perform effectively as a representative of an organisation. This workshop is designed to develop appropriate knowledge and attitudes about customer service in order to ensure learners make use of this skill and knowledge on a day-to-day basis.

The course length can vary from one to three days depending on the needs and experience of the delegates.

Duration & Price

Duration: 1-3 days

Delivery mode: This programme is available In-Company

Dates & Locations

In-Company training programmes are customised for your organisations specific needs. Most In-Company training is now delivered virtually.

In-Company Training

Please [contact us](#) for more information on our In-Company training options

What's covered?

- Define the term customer service
- Identify elements of good customer practice
- Distinguish between internal and external customers
- Outline the potential consequences of good and bad first impressions on customer behaviour
- Identify the skills, qualities and attitudes required to perform effectively when dealing with customers in an organisation
- Differentiate between verbal and non-verbal communication
- Use active listening skills
- Outline the potential consequences of positive and negative attitudes of a customer contact person on customer perceptions
- Deal with a range of challenging situations
- Use appropriate telephone techniques in dealing with a range of situations
- Work effectively as part of a team in providing customer care
- Outline current equal status legislation
- Identify elements of consumer legislation relevant to customer service

Who should participate?

Those planning to working with customers, or those already in a customer service role who want to consistently meet or exceed customer needs.

What will I learn?

Participants achieve the following learning outcomes from the programme;

- Understand the role of customer service in organizational effectiveness
- Understand the role and responsibilities of a representative of an organisation and work effectively as part of a team
- Acquire a range of verbal and non- verbal skills in order to meet customer needs, handle customer complaints and deliver good customer care
- Become familiar with consumer protection legislation
- Appreciate the rights of all customers regardless of gender, marital status, family status, sexual orientation, religion, age, disability, race or culture.

How do we train and support you?

Building on over 40 years combined experience in human resource learning and development, the tutors utilize an experiential learning approach to their programs. This methodology of learning provides an opportunity for learners to engage with, experience and apply the learning in a practical way and also provides the opportunity for learners to receive feedback on their newly applied skills. The opportunity is also provided to learners to reflect on the full learning experience and how this might be of value to them in the achievement of their learning goals.

To assist and continue with skills development, we facilitate via email a post learning reflective practice utilising skills practice sessions recorded during the course. This assists delegates in embedding new learning, gives further support and enables them to define any further actions required.

This program offers one to one or group coaching as an additional element to further support the delegate and embed the learning process.

Tutors



Gina Ryan
[View Profile](#)

What Our Learners Say

We believe in excellence through transparency and continuous improvement. That's why we invite all our delegates to share their experiences on [CourseCheck.com](https://www.coursecheck.com), an independent platform dedicated to genuine, unfiltered feedback. Learner insights help us not only to enhance our training programmes but also empower potential learners to make informed decisions. Click on the link below to read firsthand experiences and testimonials from past learners.



[Click Here](#)



TRAINING THAT DEVELOPS *REAL CAPABILITY*

SQT provide a unique combination of high quality, accredited, practical training delivered by leading industry experts and supported by the most up to date learning technology and tools

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