

Course Description

Exploring the Human Side of Customer Service AMS1004

*7 Professional Development Units
7 Education Hours*



Overview

This interactive program is designed to help participants understand the dynamics, behaviors and human characteristics that both enhance and prevent effective customer service initiatives. Participants will engage in the process of self-exploration as they identify their interpersonal strengths and weaknesses, and learn how those characteristics and behaviors impact the delivery of first-class effective customer service.

The program will present leading edge research on managing Human Capital, and utilize customized exercises that reflect real-life challenges involved in the every day deliverance of customer service. Despite being instructor led, the program will also allow participants to present their personal concerns and lead group discussions around pertinent customer service issues.

Learning Objectives

- Explore their personal strengths and weaknesses in the area of customer support.
- Develop your own definition of effective customer service.
- Learn what drives people to act appropriately...and at times, inappropriately.
- Explore non-physical, de-escalation techniques.
- Resolve customized customer service challenges.
- Develop strategies that foster raving fans.

Format

This course is highly interactive and how-to oriented. Discussion of concepts and principles is followed by hands-on exercises. The emphasis is on the practical application

Duration

One Day

Who Should Attend

CS professionals seeking to quick-start their CS career and experienced CS professionals looking to review and expand CS concepts would benefit by taking this course.