

Course Description

Team-Oriented Customer Service AMS251



Overview

This course will focus on the customer service provider's (CSP's) role in managing and accepting change, and in transitioning to a team-oriented environment. It will illustrate how to utilize the team concept to effectively provide exceptional customer service.

Learning Objectives

- Recognize the importance of seamless service
- Describe the CSP's role and commitment in delivering seamless service
- Demonstrate a process model for discussing service coordination issues with others
- Take action to increase teamwork and coordination with others who serve customers
- Understand the types of teams and how they function
- Discuss the 4 stages of team evolution and how to assist teams in each stage
- Understand team operating rules to help your team function more effectively
- Identify behaviors that allow for team-based interaction
- Create a plan for cross-organizational communication
- Identify the 5 keys to team success
- Build effective working relationships across time and space
- Identify tools for managing and reducing conflict
- Manage productive face-to-face and distance meetings
- Choose appropriate team communication media
- Achieve group goals with minimal face-to-face contact

Format

This course is delivered in a highly interactive session with discussion points.

Delivery Options

Duration

One day / On-line 6 hours

Who Should Attend

Individuals and managers responsible for providing, managing and improving customer marketing and relationship skills would benefit by taking this course.