



customer care

how to engage with your customer

in a nutshell...

This workshop takes a look at the mind and body response to customer care and how we engage with our customers. When our fears, doubts and lack of confidence get in the way of our customer interaction, our body responds accordingly; resulting in poor quality customer care. Taking back control leads not only to more positive engagements but improved standards of customer care.

who should go...

Any front facing staff looking to improve their confident approach in speaking and engaging with customers directly

Anyone working with the public wanting to improve their communication and selling approaches

Anyone dealing with customers who want to learn new tools for dealing with customer enquiries more effectively and with improved empathy

what to expect...

For the attendee:

Drama based exercises for understanding the stereotypes of our customers

Understanding on how the mind and body can impact performance and behaviour, and techniques to control them

Clarification on who our customers are and how to decipher what their expectations are

Shared team activity to highlight the power of the individual within the team

For the business:

Encourage active, confident and professional engagement by staff when dealing with customers

Renewed positive attitude towards working with the public

Greater understanding of customer needs and improved support for them

Tools and techniques to support a more motivated, positive and confident team / members of staff

details

1 Day
Workshop max 12 participants
£1600 + VAT

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