

Seminar - Quality Customer Support

Quality Customer Support from Lockhart Leadership is a seminar which engages the participants in the key aspects of delivering world-class service and support .

The Objective

Lockhart's Quality Customer Support seminar provides participants with the opportunity to improve their one-on-one communications (even while on the phone) in order to better manage difficult customer situations.

As Jan Carlson illustrated in his book, The Moments of Truth, "You can make or break the entire customer relationship in the first 30 Seconds of Contact. To the customer your front line employees are the company".

This session is highly interactive involving presentation, discussion and small group exercises to re-enforce the concepts. Knowledge to be transferred includes techniques for improving teamwork, dealing with difficult customer behavior and managing personal stress.

In situations where participants are the first contact point for your customers the benefits are quickly realized in improved customer perceptions.

"One sign of maturity is the ability to be comfortable with people who are not like us. "
- Virgil A. Kraft

Seminar Description

The course is a 1 day session for (ideally) about 10 participants on your site:

Skill Modules

- Satisfying the Customer
- Teamwork
- Exploring Behaviour
- Communication Skills
- Understanding Expectations
- Dealing with Differences
- Managing Stress

The seminar includes a binder with comprehensive hand-outs for participants, for on-going review and development.

On completion of this seminar employees will have a better understanding of how their performance directly impacts the perceptions of your customers.

Additionally they will have been introduced to some effective ways of improving that perception.

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