

# *Customer care workshop*

## *2 day engagement*

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### *Do your client-facing staff handle customer calls successfully?*

#### *What is the programme?*

- a hands-on experience for anyone who needs to handle client enquiries sympathetically and effectively
- designed for Customer Service Staff, Telephone Support Teams, New Managers
- suitable for anyone who wants to build – or refresh - their customer handling skills, or who wants to improve their "face-to-face" communications
- suitable as a 'one-off' introductory session or a refresher
- comprises: classroom tuition, practical workshops, individual coaching and peer and instructor feedback.

#### *What are the objectives?*

On completion, participants will:

- know a model for identifying personality driven Interaction Styles
- learn how to relate to the styles of others for best outcomes
- practice skills for gathering information, building rapport and resolving conflict
- learn a strategy for creating "moments of magic"

#### *What topics are covered?*

All elements of the client interaction:

- taking ownership of communication
- the PERFECT model for agent behaviour
- a model for a successful call – face to face or by telephone
- using the information funnel
- controlling difficult situations

*"It's the tips and techniques that help make the difference between just doing the job and doing it really well". (Call Centre agent, IBM United Kingdom)*

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