

CUSTOMER SERVICE TRAINING

HOW TO DELIVER GREAT CUSTOMER SERVICE	BECOMING A CUSTOMER SERVICE PROFESSIONAL	MANAGING EXCELLENCE IN CUSTOMER SERVICE	ONLINE MODULE: DELIVERING GREAT CUSTOMER SERVICE	EFFECTIVE COMMUNICATION IN CUSTOMER SERVICE
<p>This course is aimed at staff joining the authority, but will prove useful to many existing staff. You will explore and learn about Customer Service, and how the service you provide impacts our customers and colleagues. We will also look at what great customer service should like, why we should deliver great service and who your customers actually are. During the course, you will learn about different styles and techniques for dealing with customers.</p> <p>The course is highly interactive, relying on input from delegates to create and explore scenarios. We will look at some of the challenges in providing great customer service and will take a look at the Customer Service Charter.</p> <p>Learning outcomes:</p> <ul style="list-style-type: none"> • Understand who our customers are • Understand why we should deliver great customer service • Learn how to deliver great customer service • Learn how the Customer and Employee charter fit into council life • Learn what can lead to challenging customer situations 	<p>Following on from "How to Deliver Great Customer Service", this course is available to all staff but would be of particular interest to:</p> <ul style="list-style-type: none"> • Anyone who deals with complaints or escalations • Anyone who manages customer facing teams (via any communication channel) • Anyone who would like to expand their customer service skills • Anyone who handles challenging situations regularly <p>The one day course is fully interactive and will use discussion and role-play to learn how to deal with more complex customer service scenarios.</p> <p>Learning outcomes:</p> <ul style="list-style-type: none"> • To develop strong coping strategies for dealing with escalated customer scenarios • To understand customer motivation • To develop de-escalation skills • To further develop our toolbox for providing exceptional customer service • To learn some basic and simple psychology behind customer behaviours • To understand conflict styles, both our own and our customers 	<p>This one-day course is specifically designed to launch and embed the Customer Service vision and strategy at Cardiff Council. It addresses key areas of customer care for organisations looking to provide a first-class customer service provision.</p> <ul style="list-style-type: none"> • Define service excellence and identify the key benefits to principle stakeholders in Cardiff Council • Explain Cardiff Councils customer service vision and strategy, outlining its importance to their role as a manager • Identify barriers to service excellence and generate potential solutions within their sphere of control • Understand the customer service measures within their department • Use the RATER model to identify areas of strength and improvement in service delivery • Maximising communication with the use of the 3 Vs and the PAC model • Define and demonstrate the abilities of an effective listener and use questioning techniques to identify needs and offer solutions • Create a SMART action plan outlining how they can implement and achieve Excellence in customer Service in their area 	<p>The online module, Delivering Great Customer Service, is designed to offer an introduction to delivering excellent customer service for Cardiff Council. The module looks at first principles of customer service including:</p> <ul style="list-style-type: none"> • What is customer service and how it fits in with the council • Who are your customers • How can customers access our services • Customer expectations (external and internal customers) • Key skills to help deliver great customer service • How to bring all your learning together 	<p>The Effective Communication in Customer Service course (Half Day) has been developed in conjunction with the corporate complaints team. The course is designed to help you with written skills (including letter writing and email communication). During the course we will look at:</p> <ul style="list-style-type: none"> • What works in written communication • Good practice for emails • What makes a good business letter or complaint response • Understand how to respond to complaints • Grammar, punctuation, spelling and plain language

YOU CAN BOOK ONTO THE FOUR CLASSROOM BASED COURSES VIA DIGI-GOV. THE ONLINE MODULE IS AVAILABLE THROUGH THE ACADEMY ONLINE PORTAL

IF YOU WOULD LIKE ANY FURTHER INFORMATION REGARDING THE COURSE PLEASE CONTACT MIKE POPE MPOPE@CARDIFF.GOV.UK OR CALL 37021 (029 2053 7021)