



Customer Communications

Customer relationships are the lifeblood of your organisation. These workshops provide a foundation for understanding the principles, attitudes and skills essential for delivering an excellent customer experience, to gain, maintain and grow existing relationships.

Building customer relationships

The first point of contact with an organisation is with the frontline staff. The role requires first class rapport building and influencing skills, an objective and professional approach together with an understanding of the needs of customers within the local economy. The workshop will cover how to build rapport and how to demonstrate empathy with the customer and how that leads to an enhanced relationship.

Call handling

Delivering truly brilliant customer service on the telephone is the kind of service that makes a positive lasting impression on your customers – and it takes more than just simple courtesy. The fundamentals start with understanding what good service is from the customer's point of view. It is about what you can do and how you do it. What's more you need to demonstrate how well it must be done and prove you can do it again and again. This will mean that everybody will win - Your customer, your company and you.

Handling complaints

Encouraging customers to complain may sound a strange idea and yet research shows that 96% of customers who have a bad customer experience do not complain but they do tell up to 20 other people. It seems that we can also make a customer 60% more loyal when a complaint has been handled satisfactorily. This workshop concentrates on the language for dealing with complaints without conflict so that both the service giver and the customer are satisfied with the results.

Sales

Cross-selling and up-selling is a great way to increase the value of every customer contact by suggesting other products and services that may be of interest to the customer. This workshop is about taking customer service to the next level by giving you the skills needed to add value to your customers' purchase and increasing sales for your organisation.

Negotiation skills

Do you experience any of the following issues?
Could have closed a better deal? Not always confident in taking a firm line in negotiations? Do you have difficulty with moving negotiations away from price or are you forced to react to another party's strategy? This workshop will help you achieve a profitable outcome from negotiations within a clear structure with confidence.

Please contact us to discuss your requirements on 01793 790331 or email us at communicate@quicklearn.biz to arrange a call or meeting.