



## Communication and Customer Service skills

Course Duration 2 Days

### Course Objectives

At the end of the course participants will be able to:

- Define effective communication & identify the components of communication
- Identify and overcome barriers to communication
- Use effective and definitive language to communicate with assertiveness
- Communicate with different people
- Listen effectively and ask effective questions at the right moments
- Show empathy, develop rapport and communicate with customers
- Understand customer service & identify the skills required for customer service
- Understand expectations & manage unrealistic customer expectations

### Course Outline

#### Communication

- What is communication
- What is effective communication
- The process of communication

#### Components of interpersonal communication

- Communication components
- Word choice
- Effective words
- Voice
- Body language
- Style of dress
- Personal space

#### Communication Barriers

- Cognitive dissonance
- Emotional
- Jargon
- cultural
- Personalities
- Perceptions

#### Assertive communication

- Becoming assertive

#### Listening skills

- Listening habits
- Listen to understand
- Demonstrate listening

#### Objectives

- communication objectives

#### Questioning skills

- Question types

- Uses for questions

#### Rapport & Empathy

- Showing empathy
- Developing rapport

#### Customer service

- Who are our customers
- Benefits of internal customer service
- Power of customer service
- Service examples

#### Customer expectations

- What do customers want
- Managing expectations
- Handling difficult customers

### Target Audience

All staff working within an organisation who deal with customers and need to effectively communicate with others.