



TIMELY
RESPONSE




EVERY
day is
CUSTOMER
day



SERVICE
with a



A 😊 customer is a  customer

REWARD
the customer



CUSTOMER SERVICE

Value the
customer's
OPINION



Deal EFFICIENTLY



with CUSTOMERS



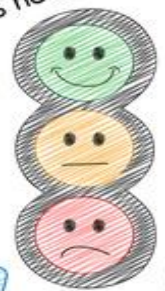
LISTENING
to the
CUSTOMER



How may I
help you?



Is he or she



BTS

Training & Consultancy



Customer Service & Public Relations Masterclass

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Customer Service & Public Relations Masterclass

Introduction:

Understanding the processes of communication and decision making and the behavioral patterns of others to determine how you need to change your own behavior and communication in order to communicate, influence and negotiate more effectively with your colleagues, customers and other stakeholders.

This course combines the disciplines of advanced customer service management and PR/communications in a powerful state-of-the-art program to enable you to exploit this colossal opportunity. In a fast-paced, interactive program you will work closely with other delegates to hone your relationship-building skills and strategies and to develop a planned approach to deal with the 'new' consumer. The candidates will learn how to build lasting rapport and mutual respect with your customers while you uncover their needs, match them, build respect and maintain customer loyalty. This program will enable you to:

- Build lasting and meaningful relationships with your customers
- Use powerful behavioral tools to ensure you secure and maintain a competitive edge within any marketplace
- Gain a greater understanding of your customers' needs and how to satisfy them
- Explore the basics of Neuro-Linguistic Programming (NLP) and Emotional intelligence and discover how they can help you to improve your customer services management
- Understand how media channels can be used successfully to develop and enhance relationships
- Understand the process of decision-making based on learning from Neuro-economics

- Develop your ability to draw stakeholder maps and to explore and exploit the relationships between stakeholders
- Influence with integrity and effective communication

Who Should Attend?

Customer Service Professionals, Managers, Public Relations Officers, Practitioners & Personnel, Quality Management Personnel, Customer Analysts, HR Professionals who have communications roles, Customer Service Representatives & Professionals, Team Leaders & Supervisors, Administrators, HR & Training Professionals, Accounts Personnel, Sales & Marketing Professionals, Marketing Managers or Directors, Sales Managers or Directors, Sales Trainers, Salespeople, Communication Specialists, Brand Managers, Frontline & Reception Staff, Customer Service Representatives (CSR), Personnel responsible for building and sustaining their company's reputation for customer service excellence, anyone who provides services, products or information to internal, or external customers

Course Objectives:

By the end of this course, delegates will be able to:

- Build lasting rapport and lasting relationships with colleagues, customers and friends
- Modify your own behavior to match others
- Establishing good working relationships
- Learn to influence with integrity
- Use influencing skills and techniques to build ongoing and long term relationships with key customers and other stakeholders
- Create and adapt crystal clear models for communication between your organization and its customers

- Build co-operation and commitment
- Understand your customers' needs and how to satisfy them
- Tailor services to meet your stakeholders needs
- Plan communications activity to meet stakeholder needs
- Be more versatile in every customer or stakeholder-facing situation
- Explore the range of communications techniques and tools available
- Develop increased skill writing for print and the web and competency in the range of PR tools and techniques including editing
- Learn how to write clear brief and clear objectives
- Learn how to be an effective user of e-media
- Develop crisis management techniques
- Develop your interview technique
- Develop personal communications effectiveness
- Recognize behaviors that may cause conflict in the future, enabling you to defuse awkward, and sometimes critical, confrontations with colleagues and customers alike

Course Outline:

The World of Customer Service Excellence

- Customer service and what it means
- Identifying excellence in front-line customer services
- What are the services and products that you offer?
- The role of NLP and Emotional Excellence in customer service
- What do your customers say about you and your organization?

- What do you want your customers to say?
- Myths and legends about customer service

Gaining a Greater Understanding of Your Company

- From judgments to behavioral flexibility
- Behavioral traits and how to identify them
- Modifying your own behavior to match others
- Building lasting rapport
- Sharpen your senses to the signals others are sending you
- Connect with colleagues and clients at a level that creates deeper trust and commitment
- Step into another person's shoes to better appreciate their experiences and motivations
- Body language clues that show how others are thinking and responding to you
- Nonverbal clues that show if someone is telling the truth

Communication Masterclass

- What is crystal clear communication?
- Communication excellence through powerful listening and questioning techniques
- Thinking patterns
- Filters to communication
- Metaphors and Models
- Using perceptual positions to understand your customers' point of view
- Logical levels of change
- Building climates of trust
- Creating well-formed outcomes
- Communication skills exercises

Influencing with Integrity

- The importance of value sets in modern day business
- Influencing the Influencers and high fliers
- The importance of matching others' language patterns
- Mirroring and pacing - what do they mean?
- Internal and external references
- Coaching - a tool for self and others
- Influencing exercises

Conflict, Challenge & Closure

- Assertiveness and what it means
- Dealing with difficult people in an assertive way
- Dealing with difficult customers
- Maintaining high standards of customer service
- Reviewing the service that you offer and reacting accordingly
- Embracing change for the good of all
- Personal planning session - dealing with your own customers

The 21st Century Communicator

- Introduction and welcome
- Goal setting for the program
- The role of Communications PR in the organization
- The range of media and channels
- Neo-economics and the behavior of our stakeholders
- A problem-solving approach
- Personal goal-setting for the program

From Theory to Successful Practice

- Communications models: implications for practice
- Psychological themes and construction in practice

- The art of influence and persuasion
- Ethics and communications
- Organizational transparency and communications
- Taking and interpreting communication briefs

The Medium is the Message

- Managing stakeholder relations
- Choosing channels - matching media to tasks and stakeholders
- Writing and editing for print
- Writing for the web
- Organizing face-to-face events

E-Management & Communication

- Improving the power of communications in the organization and between the organization and its stakeholders
- Measuring communications effectiveness
- Using measurement to improve performance
- Crisis communication
- Reputational management

Summing-up

- Planning your career and personal development
- Impacting positively on your managers
- Managing up and increasing your personal visibility
- Networking and effectiveness
- Team working and your personal effectiveness
- Time management and work planning

