

Course Outline

Customer service is one of the most important aspects of any business. It's not just a question of reacting to your customer's needs – it's also about defining what they really want, even when they are not sure themselves!

This course is designed to help you work **positively** and **healthily**; letting go of unhelpful feelings and issues connected with customers; enabling you to stay calm and “acceptably detached” in stressful situations.

This course will be tutored by Helen Rueben who is an experienced and energised professional coach having worked in all industry sectors. She has assisted staff at all levels to grow and develop in their customer facing role.

The course is designed for experienced customer care professionals.

At the end of this course delegates will be able to :-

- Identify values and beliefs about their role and how those beliefs affect feelings and behaviour.
- Stay positive and motivated when helping customers
- Understand and manage their “hot buttons”.... the people and situations that build frustration and encourage negative assumptions that affect performance
- Develop strategies to improve positive thinking processes which will have an impact on their feelings and behaviour
- Implement techniques to help separate us emotionally from customers, their attitudes and behaviours
- Use techniques to “switch off” at the end of each day in order to recharge and avoid burn out.

Duration	1 Day
Location	Liverpool