

First Impressions

Duration: 2 Days **Course Code: ICSFI**

Overview:

For those who deliver service, FirstImpressions is the Institute of Customer Service's fully accredited 20-hour interactive course that develops service knowledge and skills and generates service improvement ideas that contribute to excellent customer service delivery.

The course includes work based assignments to deliver service improvement plans for your organisation. The content is based on the Institute of Customer Service's latest customer service research and practice. Delivery is quality assured to national standards by the Institute and delivery can be customised to meet employers' needs.

FirstImpressions involves pre course preparation and completion of the training workbook before identifying a Service Improvement Opportunity from the delegates organisation. The Service Improvement Opportunity must then be written up and a solution plan prepared. It is designed to be delivered as a two day group training course, with additional time provided allowed to complete the Service Improvement.

Objectives:

- To fully appreciate the role of a customer service professional
- Understand what excellent customer service is and how to deliver it in your role within your organisation
- How to develop a service reputation through trusted customer relationships
- To communicate effectively in the delivery of their customer service
- Understand how Emotional Intelligence plays a key part in your role as a customer service professional
- How to feel confident in using appropriate behaviour when dealing with challenging customer interactions
- Recognise the skills, attitudes and behaviours that create a winning team in the delivery of excellent customer service.

Content:

The training sessions consist of four modules:	Module 2: Communicating effectively	Module 4: Delivering service excellence through teamwork
Module 1: Developing the mindset of a customer service professional	Module 3: Dealing with challenging customer interactions	

Further Information:

For More information, or to book your course, please call us on Head Office 01189 123456 / Northern Office 0113 242 5931

info@globalknowledge.co.uk

www.globalknowledge.co.uk

Global Knowledge, Mulberry Business Park, Fishponds Road, Wokingham Berkshire RG41 2GY UK