

## MANAGING CUSTOMER SERVICE TRAINING

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Managing  
Customer Service



**COURSE LENGTH: 1.0 DAYS**

This Managing Customer Service Training course is designed to help supervisors and managers manage their customer service staff in achieving the level of service that enhances client satisfaction, increases sales, creates higher customer retention and repeat business and improves word-of-mouth advertising by motivated, raving fans.

After this one-day training course, you will have learned: to have a better understanding of leadership and the role of a customer service manager, how to establish excellent customer service according to your business practices and policies, how to train and make your staff truly engaged, how to manage staff performance, the six critical elements of customer service and other essential skills.

This comprehensive training course is available across the U.S., including Atlanta, Austin, Baltimore, Birmingham, Boston, Charlotte, Chicago, Dallas, Houston, Jackson, Los Angeles, Manhattan, Miami, New York, Orlando, Philadelphia, San Antonio and Seattle.

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## MANAGING CUSTOMER SERVICE TRAINING COURSE OUTLINE

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### FOREWORD

During this training course, participants will develop knowledge and skills in understanding the role of a manager in customer service, establishing links between business practices and customer service, discovering ways to engage employees, understand customers' needs, and more.

Managing Customer Service Training Course is designed for easy and essential understanding and skill development so that managers and supervisors develop the ability to enhance their job skills.

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### OUTCOMES

**After completing this course, participants will have learned to:**

- ▶ Identify ways to establish links between excellence in customer service and your business practices and policies.
  - ▶ Develop essential skills and practices in managing customer service
  - ▶ Understand leadership
  - ▶ Recognize what employees are looking for to be truly engaged
  - ▶ Manage performance
  - ▶ Recognize who the customers are and what they are looking for
  - ▶ Use onboarding and orientation
  - ▶ Develop strategies for creating engaged employees and satisfied customers in whatever business units you manage.
  - ▶ Understand and use the six critical elements of customer service
  - ▶ Use the five practices of leadership
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### MODULES

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#### Lesson 1: Getting Started

- ▶ Icebreaker
- ▶ Pre-Assignment Review
- ▶ Workshop Objectives

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#### Lesson 2: Understanding Leadership

- ▶ About Leadership
- ▶ Understanding Your Comfort Zone
- ▶ Managing Performance
- ▶ Servant Leadership
- ▶ Onboarding and Orientation

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#### Lesson 3: Six Critical Elements

- ▶ Element One: A Customer Service Focus
- ▶ Element Two: Defined in Your Organization
- ▶ Element Three: Given Life by the Employees
- ▶ Element Four: Problem Solving
- ▶ Element Five: Measure It
- ▶ Element Six: Reinforce It
- ▶ Measurement in Practice

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#### Lesson 4: Five Practices of Leadership

- ▶ Challenging, Inspiring and Enabling
  - ▶ Modeling and Heart
  - ▶ Practices in Practice
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## WEB LINKS

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- ▶ [View this course online](#)
- ▶ [In-house Training Instant Quote](#)