

Effective Customer Services Skills

The aim of this workshop is to assist the delegate in understanding the reason for exemplary customer care practices.

But not only is it necessary to highlight the need for good client care, we give the delegates many tools and "how to's" and also empower them with the tools of self motivation, enabling him/her to use and sustain these practices.



VIDEO/S

Participants will be shown some powerful videos that will enhance their sound concepts about customer services.

Communication Skills

A playful activity to introduce the idea of increasing communication of employees among different teams



June 20-25, 2018
Monday, Wednesday & Friday
6 pm to 9 pm
PKR 6,000/-



Course Outline

Your first impression

Tips for making a positive first impression

Communication Skills

The Techniques for Listening skills

Getting the best from the customer

Creating No-Blame Culture

Knowing Your Customer

Calming Upset Customers

Telephone Customer Service

Internet Customer Service Skills

Time analysis, task identification, task Analysis and time prioritization

Stress Management Strategies

MOST VALUABLE LEARNINGS

After having completed this program, all participants will:

1. Develop a customer centric mindset
2. Understand the rewards and penalties of customer service
3. Identify if you are self-focused or customer-focused
4. Deepen and enhance your customer service communication skills
5. Determine your customer's working style (assertive, analytical or amiable)
6. Calm upset customers
7. Take control of time and manage it effectively
8. Identify and reduce stress



Expected Audience

This program is well suited for all services across all industries to enhance their potential professionally to serve customers weather internal or external.

HR Managers/Assistant Managers/HR Executives

Managers/Assistant Managers/Executives in Sales/Marketing, Finance/Accounts/Audit

Managers/Assistant Managers/Executives in IT, Customer Support, Supply Chains

Young Engineers, Techies and Geeks who have the passion to develop their managerial skills

Young business owners who dare to dream big

Customer service representatives in ANY domain

Trainer's Profile

Subhan Sharif practices pro-activeness and innovation to his personal and professional life. A lifelong learner, he has completed his graduation from University of Karachi, also achieved trainings from Manchester College Of Professional Studies in Information Technology Manchester UK , Central School of Professional Studies in Business Administration, London UK and Pakistan Institute Of Tourism And Hotel Management, Karachi, PK. He also holds the proud honor of achieving a scholarship from University of Oxford.

Journey from IBA to OXFORD was a nice learning experience for Subhan as he explains among many of his certifications. He names a few like Personal Coaching from The Coaching Academy at Manchester, UK and PRINCE 2 from Maven Trainings Certification at Leeds, UK and Strategic Marketing & Marketing Management from Institute Of Business Administration.

Different companies in corporate sector engage him to train their employees and Educational institutes including universities invite him to speak to their audience.



Learning Attributes

Participants will achieve maximum benefit from this course through a well-designed sequence of:

Team activities

Best-practices sharing

Relevant self-discovering questionnaire

Story-telling

Individual and group exercises

Video-based activities

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