

Managing the Customer Service Team

Course Overview

To achieve business success, it is important to promote and shape organizational values in the field of customer service. Within this course, you'll learn how to recognize areas of responsibilities in your leadership role -- supervisor or manager -- when managing a customer service environment.

Recommended for: CS managers, team leaders or supervisors

Format: Instructor-led

Duration: One day

Learning Objectives

- Find ways to retain balance between striving for excellence and maintaining your business policies and practices.
- Develop and hone their skills as a customer service manager.
- Identify employees' needs in order to truly engage them.
- Identify customer types and what each type is looking for.
- Learn strategies that will both engage employees and satisfy customers' needs on their team.



Course Outline

Unit 1: Six Vital Elements of Customer Service

Element One: A Customer Service Focus

Element Two: How Your Organization Sets Customer Expectations

Element Three: How Well Employees Deliver Customer Service

Element Four: How Quickly and Accurately You Solve Problems

Element Five: Measure What Matters

Element Six: Reinforce Customer Service Excellence

Measuring Customer Service in Practice

Unit 2: The Essence of Leadership

Situational Leadership

Understanding Your Natural Style

Managing Performance

Onboarding Employees

Unit 3: Five Practices Great Leaders Follow

Challenge, Inspire, and Enable

Be a Role Model and Show Heart

What Practice Is This?

Pre-Assignment Review



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