

Positive Customer Care

connexions

LEICESTER SHIRE

Overview

This course will help anyone who deals regularly with customers. Participants will be introduced to effective customer care skills; communicating with customers; handling difficult situations; reflecting on practice and action planning for the future.

Key areas:

- Identify effective skills for positive customer service
- Recognise barriers to communication
- Handle difficult situations positively
- Devise strategies to improve current quality standards



Who will benefit:

Administrative and frontline staff who communicate with customers.

Min/Max nos: 8 – 16 candidates

Course fees: £95.00 per person

Duration: 1 day 9.30am – 4.00pm

For enquiries concerning dates of courses or further details please contact Jan Harvey on 0116 2516357 or e-mail

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