

## CUSTOMER SERVICE EXCELLENCE

### *Leveraging untapped potential for better results*

#### **Introduction**

Our Customer Service Excellence programs help clients grow revenues and profits through the promotion of long-term customer loyalty. The primary emphasis is to help customer service and support personnel understand the factors that contribute to customer satisfaction and implement techniques to build satisfaction and loyalty.

#### **Target Audience**

We deliver Customer Service Excellence programs to:

- Customer Service Representatives
- Customer support
- Post-sales technical support personnel
- Field Service technicians

#### **Program Delivery**

The Delaine difference lies not just in the content of the training itself, but rather the overall program implementation. The most effective way to produce behavioural change by means of skills development is through an integrated program that includes: customized content, individual on-the-job coaching, skills reinforcement, and skills sustainment activities.

Depending on your requirements and situation, our services are delivered through a variety and combination of methods:

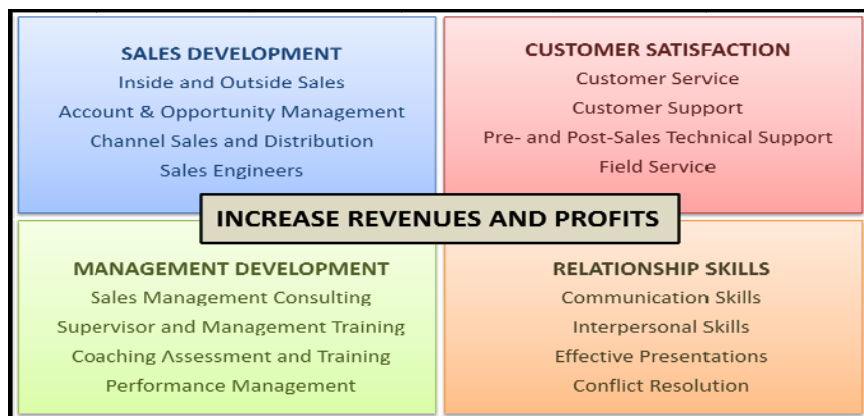
- Highly interactive instructor-led in-person training
- Live on-line training, delivered via virtual immersive e-classrooms
- Webinars and teleconferences
- Blended learning
- On-the-Job coaching
- Consulting

## Program Content

All of our skills development programs are customized to the client's specific needs. A Customer Service program may include some or all of the following learning objectives, depending on the need:

- Developing stronger relationships with customers
- Implementing specific trust building skills to engage people in more effective dialogues
- Conveying a more professional impression to people within and outside the company
- Responding to a customer's emotional state
- Developing great empathy for customers
- Developing more effective communication to avoid misunderstandings
- Saying the right things in the right way
- Listening more effectively with greater understanding
- Gaining more cooperation in getting things done
- Dealing effectively with "difficult" people
- Managing customer expectations
- Validating obligations and customer entitlements
- Defusing angry customer situations
- Resolving issues and problems
- Coping with on-the-job stress
- Being more positive and having more fun at work

Contact us to discuss your needs and how we can help boost your customer satisfaction and loyalty.



**DELAINE CONSULTING INC.**

**Turning potential into profit**

| t | 416 752 1107

| e | [dpick@delaineconsulting.com](mailto:dpick@delaineconsulting.com) | w | [www.delaineconsulting.com](http://www.delaineconsulting.com)

| LinkedIn | <http://www.linkedin.com/in/derrickpick> | Twitter | @DelaineConsult