

SMARTER CUSTOMER SERVICE

SMART WORKING REVOLUTION



Imagine....

What would happen if you got everyone in your Customer Service Department on the same page when it comes to delivering Customer Excellence?

It's vital your team understands the multitude of factors that determine customer satisfaction and ultimately customer success for each and every customer. A customer experience, from pre-sales to post-sales, that is created for customers to achieve their desired goals with ease.

This Action Workshop is designed to build the confidence and resilience of those frontline colleagues who are interacting with customers to drive customer excellence. We will help your people have a shared vision of your brilliant basics as well as the magic touches they can bring too!

Because this is not just about embracing a vision of customer success. It's about understanding the point of it and supporting each other in a way that allows every individual on your team to take active ownership of the customer experience.

So, how do we get there? Read on....

Smart Customer Experience

Contact Info

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Toolkit

This one-day workshop is tailored to your unique customer needs, but includes up to date, innovative, face-to-face and digital collateral that will kickstart a revolution in the customer service and success you deliver. This is because your frontline colleagues will be more able to:

Understand how the pandemic has changed the way they must conduct meaningful conversations with customers and show that they care.

Manage customer expectations and problems more constructively.

Know how to handle difficult conversations and situations more effectively.

Learn to turn around the situation with even the most difficult of customers and situations.

Predict and avoid the escalation of a potentially aggressive incident.

Increase their personal resilience and wellbeing when dealing with the impact of difficult incidents.

In each session, we'll share case studies and best practice – but we'll also listen and share solutions to their challenges and feedback on how they feel your customer experience could evolve.

Plus, you will be investing in your team's wellbeing. It is surprising how effective a little investment in training but also listening to their views and opinions can be in terms of engaging your people.

Get in Touch to set up your first session to equip your team to enable Smarter Customer Service. Our Workshop won't break the bank!

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Kickstart a CX Revolution

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