

Effective Communications for Customer Support



Overview

- Focused on best practices for optimized communication in case handling
- ½ day seminar (8:30 AM -12 Noon or 1 PM -4:30 PM), 10-15 attendees

Who Should Attend:

- Support Center personnel – 1st, 2nd and nth line technical support staff
- Team leads and other technical support team members

What You'll Learn:

- The communication process – what it is, how it works, and barriers
- How to engage customers to improve focus, involvement and positive contribution
- How to maximize your effectiveness by minimizing “filters” and barriers
- Dealing effectively with cultural and language differences
- Principle skills:
 - Active listening – what it is, how it works
 - Verbal skills – what they are, and how to use your voice effectively
 - Non-verbal skills- their critical role over the phone, and in person
 - Paraphrasing for validation and understanding
 - The power of demonstrating empathy
- Communications in the case handling process
 - How to keep a customer “on track” when they wander
 - How to deliver the ‘bad news’ gracefully
 - When and how to apply your skills during the case handling process
 - Opening, managing and closing a case
 - Keeping a customer on track
- Written communications
 - Incident logging best-practices
 - Principles for email
- How to use your communication skills to exceed customer expectations

Interactive Exercises:

- Active Listening
- Verbal & Non-verbal Communications
- Expressing empathy
- Dealing with customers from other cultures
- Case handling scenarios 1 and 2

Key Take-away:

- Checklist card for effective communications