

Pursuing Customer Service Excellence

There are two critical components in the delivery of excellent customer service. On the one hand, there are the skills and techniques required to turn every interaction into a pleasant experience for your customer. On the other hand, there is the mindset of continual self-improvement which helps push the boundaries of what excellent customer service looks like. This topic will encourage you to think about what excellence means for your team and your role, as well as reinforcing how the pursuit of excellence is a process of continual improvement which never really ends.

Description

This topic is aimed at experienced customer-facing staff of all grades who are already well versed in the principles and practice of providing great customer service. It aims to stretch and challenge you by looking at how to solve complex customer service issues and raise the service performance of your teams. It will also show you how to maintain your professional development by coaching yourself and maintaining accountability.

By sharing experiences with – and learning from – fellow professionals, there is a real focus on self-improvement as well as the role you may be able to play in mentoring and coaching others.

What does it involve?

During the course of a 3.5 hour workshop, you'll discuss the tools required to continue improving your customer service mentality in a challenging environment.

A couple of preparatory online activities precede this workshop. These will prompt you to consider your personal definition of customer service excellence. You'll also need to agree with your manager on a specific customer service issue to be worked through during the workshop.

What's the outcome?

You'll be able to assess the customer service provided by you and your team against current best practice and identify possible areas for improvement. Armed with a host of new ideas, you'll be able to establish plans for making those improvements. You'll make specific commitments

to the next steps required for your own improvement, as well as that of your team as you help them to continually deliver excellence. By forming a network with your fellow participants, you'll be able to remain in contact and provide support to each other.

Learning activities



Online
resources





Action
plan



Workshop

Delivery method:

F2F 

VLE 

Estimated learning time:

4 hours 30 minutes

How to book

bookings.governmentcampus.co.uk

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