

# Leadership

**Course Name**

Customer Service Essentials

**Course Description**

Working with customers is about understanding their needs and finding solutions. The internet has changed our expectations of pace, access to information, transparency, and communication in customer service for all of us. Good customer service reduces the customer's effort and creates the desired customer experience.

This workshop helps you learn to understand your customers' needs, enabling you to provide solutions and solve the right issues quicker. But even if we do great work and deliver the requirements, customer service is largely about communicating in a way that makes the customer feel understood and that their needs are being met.

The 1-day workshop will give you a new awareness of the actions, behaviours and language that will help minimize miscommunication and misunderstandings and deliver truly exceptional service to your customers.

**Audience**

Anyone in a customer service role

**Duration:** 1 Day(s) **Class Size:** 16

**Competence Name Awarded****Competence Awarded****Course Code****Prerequisite Name****Prerequisite Short Code****Skills Assessment Scheme Regime****Course Type**

Face to Face

**Download Date: 16/5/2024**