

Quality Customer Support

About RADAR Solutions Group

RADAR Solutions Group Inc. is a privately-owned Ottawa based company specializing in Customer Service Delivery Consulting and Training within the IT industry.

The company has an excellent reputation for delivering high quality, value added consulting and training services to their clients and providing them with skilled, competent resources. Having many years of experience in customer services, the partners founded RADAR in 1998. In addition to practical field experience with Quality processes, RADAR personnel are ITIL and HDI Instructor certified.

RADAR specializes in Customer Service Delivery Consulting and Training within the IT industry. Since 2001 RADAR has been an HDI Authorized Training Partner delivering certification training in Canada. As of March 2013, RADAR is now an HDI Gold Partner offering all HDI products and services in Canada

Visit our website:
www.radarsolutionsgroup.com

Course Overview

RADAR Solutions Group Quality Customer Support course provides participants with the opportunity to improve their "one on one" communications especially when using the telephone and as a result be better able to handle customer situations. Throughout the course focus will be placed on techniques for dealing with six difficult customer situations.

The session is highly interactive using a variety of learning methods: visual presentation, lecture, discussion and small group exercises. Knowledge learned includes ideas for improving teamwork, handling difficult customer behavior and managing stress. This course is designed to improve the use of the telephone for business communications. Participants learn how the telephone can be used more effectively in their daily contacts with customers and with co-workers.

In situations where participants are the first contact within the company, the benefits of this course are quickly realized in an improved customer "first impression".

What You Will Learn

- Understand how their attitude influences the quality of the customer service we provide.
- Learn communication skills that are effective in improving their ability to deal with customers and co-workers.
- Explore telephone techniques, which are effective in service desk and call center work.
- Identify and practice strategies for working with difficult customer situations.

Who Should Attend

- Support professionals from customer service centers, call centers, and support centers who want to refine their customer service skills and learn best practices that can help improve customer experiences

Available as:

Public Classroom: Interactive one-day course among peers.

Onsite Training: A one-day course conducted at your company's site.

To Register or for Pricing Details:

Visit our website www.radarsolutionsgroup.com for pricing, scheduled dates and locations, and to register, or call us at **613-271-8075** or email: info@radarsolutionsgroup.com

Curriculum

Module 1

- Satisfying the Customer
- Customers Rights

Module 2

- Communication Skills
- Active Listening skills
- Questioning skills
- Difficult customer #1 – The hostile/angry customer

Module 3

- The Team Network Concept
- Tips for being effective team members
- Difficult Customer #2 - The complainer

Module 4

- Exploring Behaviours
- Behaviour types
- Responding to aggressive behaviour
- Responding to passive behaviour
- Responding to assertive behaviour
- Difficult customer #3 - The silent/unresponsive customer

Module 5

- Listening Techniques
- Telephone techniques
- Voice quality
- Difficult customer #4 The “yes” customer

Module 6

- Difficult Customers
- Summary
- Difficult customer #5 - The expert “know it all” customer
- Difficult customer #6 - The negative customer

Module 7

- Stress management
- The Anatomy of Fight or Flight
- Stages of stress reactions
- Tips for managing stress