

RWK Enterprises LLC

Customer Skills & Interpersonal Communications II

The **Customer Skills & Interpersonal Communications II** workshop is designed to teach the student how to deliver high levels of customer satisfaction based on people skills vs. technical skills. Technically oriented persons too often become so focused on providing a technical solution that they overlook the human side of the equation. This is a very common trait among support personnel who come to their position from technical or non-service backgrounds. The course teaches the student how to treat the customer as an important human being, an individual which is the most basic element of customer satisfaction.

The following modules are designed to follow [Customer Skills & Interpersonal Communications I](#) with advanced training on concepts and skills that are challenging for most Customer Support employees. Each module is allocated sufficient time to ensure the student's education through presentation, discussion, and role playing exercises.

Listening Module: This is a four hour module that illustrates the difficulty of effective listening. The students participate in a number of role playing situations that illustrate the difficulty of listening and the negative effects of poor listening. The student completes an instrument that indicates their own listening preference styles and improves their awareness that others listen in different ways. The desired results of this module is to improve the student's ability to listen to the customer and stay focused on solving the problem at hand.

Conflict Resolution Module: This is a one and a half hour module that provides an awareness about how conflict begins, typical responses to conflict, the negative results of conflict, and methods to control and resolve conflict. The student completes an instrument that illustrates their own behaviors and approaches to conflict. The purpose of the instrument is to aid the student in further self awareness and improve their ability to interact more effectively with customers and co-workers.

Handling Angry Customers Module: This half hour session follows Conflict Resolution seamlessly. The Conflict Resolution lessons are applied specifically to the angry and upset customer. Students contribute with real life examples for discussion material.

Customer Complaint Situation Module: This is a two hour exercise that combines teaching a process for handling customer complaints and a team building exercise that helps students understand and practice the behaviors that contribute to effective group problem solving. Students are asked to rank a series of events used for effective handling of customer complaints individually and then in small teams. The customer complaint handling process and the team decision making processes are then debriefed.

Additional Training Modules: Depending on the client's requirements, additional subjects can be delivered.

Training modules are mixed and matched depending on the client's training requirements.