



# **Customer Service Management Training Course**

# About This Course

## Customer Service Management Training Course



**Do you want to know how to keep your customer service teams motivated and make sure they deliver a consistently great service to your customers?**

Our Customer Service Management Training Course will provide the skills you need to lead and manage a customer service teams to deliver exceptional customer service. The course will provide skills and approaches to keep your customer service team motivated, on track and delivering exceptional levels of service.

This Customer Service Management training course is delivered as an in-house just for your business.

We deliver the course as a face to face course and a live virtual online course.



# The Course Aim & Objectives

Here's what you will learn on our Customer Service Management course



## Course Aim

This Customer Service Management training course will provide you with the skills and approaches needed to motivate and develop your customer service team.

## Course Objectives

By attending this Customer Service Management Training Course you will:

- Have tools to identify the different characters in your team
- Be able to communicate the customer service ethos to all team members
- Be able to different techniques to motivate both individuals and your team as a whole
- Know how to set clear objectives with your team members as well as objectives that stretch to achieve more
- Be able to coach your team members effectively to get maximum performance
- Have tools and techniques to deal with underperforming team members

# The Course Content

Here's what we cover in our Customer Service Management course



## **What is a Customer Service Management?**

- The role of the customer service manager
- The skills needed to be an effective customer service manager
- The objectives of the customer service manager

## **Team Characteristics**

- Understanding team personalities
- How to communicate with different personalities
- How to motivate different personalities
- The team development life cycle

## **Setting Goals and Objectives**

- Setting daily/weekly/monthly targets and objectives
- Feeding objectives into overall performance management programmes
- Monitoring goals and objectives
- Gaining buy-in from team members
- Setting targets and objectives that stretch the team members

## **Monitoring, Motivating and Maintaining Performance**

- How to monitor your overall team performance
- Using dashboards and other tools to track performance and gather data
- Using motivational techniques to maintain and increase performance

## **Coaching and Feedback**

- Understanding how coaching helps maintain and improve performance
- Using a simple coaching structure to have effective conversations
- Turning gathered data into effective feedback
- Providing feedback that creates change

## **Dealing With Under Performing Customer Service Team Members**

- How to proactively identify potential drops in performance
- Effective underperformance discussions
- Setting targets for improvement
- Using personal improvement plans

# Delivery Options

How we deliver our Customer Service Management course



## In-House

**Delivered at your business location or a location of your choice anywhere in the UK, Ireland, across Europe or online.**

We can adapt the course content to meet your specific needs and those of your team.

Contact us for a quote.

# In-House Delivery

Train your team. Train your entire company



**We can deliver our Customer Service Management training course just for your team or organisation.**

**1**

**Start with an off-the shelf course**

We'll use the content in the overview as a starting point

**2**

**Understanding your needs**

We'll work with you to agree what outcomes you want from the course

**3**

**Making it yours**

We will shape the content to ensure the course meets your requirements

**4**

**Delivering the skills**

We then deliver the course that we've agreed either in-person or online

**Make it even more bespoke**

We can completely redesign the course to meet your needs. Just tell us what you need, and we can put a no obligation proposal together for you.

# Online Training Course

Fun, engaging and interactive – delivered online



**Our Customer Service Management training course can be delivered as a virtual online course.**



**The same great content reimagined for the online environment.**

- ✓ We can use the platform you are most comfortable with, for example Zoom, Teams, Webex etc
- ✓ Re-designed sessions to allow for interactivity and engagement in the online environment
- ✓ The same fun, engaging and down to earth approach
- ✓ Join your course from anywhere

# About Us

Here's a bit about us and what we do



## We are Revolution Learning and Development

**We are a leading learning and development consultancy based in the UK. We provide our services across the UK, Ireland and Europe.**

- ✓ We deliver fun, engaging and down to earth training courses in-person and online
- ✓ Over 20 years of training experience
- ✓ Incredibly cost effective and a real focus on return on investment
- ✓ 92% of our clients rebook us for further training and development
- ✓ Flexible training and development solutions

# Let's Talk

We're here to help



If you have any questions about our Customer Service Management course or would like a quote for an in-house course, then just get in touch.

## Call Us:

**UK:** 03333 444575

**ROI:** 015549779

## Email Us:

**hello@revolutionlearning.com**

## Visit Us:

**UK:** <https://www.revolutionlearning.co.uk>

**ROI:** <https://www.revolutionlearning.ie>

**EU:** <https://www.revolutionlearning.com>