

Customer Service Survival Skills

This program is designed for high-volume customer-contact environments. It encompasses refinements for customer service professionals, as well as stress management techniques that can be used on the job and at home.

Do you encounter a lot of customers throughout your day? Are many of your customers irritated, tense, and sometimes curt? Do you sometimes feel stressed during or after your work day? Would you like some tools that will help you not only ease the customers' tenseness, but yours as well?

This two-day seminar builds the skills and attitudes needed to survive and thrive in a high-volume customer service environment. This program includes techniques for calming upset customers and relieving stress.

Key Benefits of Attending:

You'll learn techniques for turning agitated customers into reasonable customers.

Most customers will respond positively when you respond to them in a way that values them and their time. We'll discuss specific ways to show them you care about their concern.

You'll refine your customer service skills.

You'll learn specific, appropriate, word choices for greeting, giving information, ending the transaction, and dealing with common complaints.

You'll practice techniques for releasing stress.

It's common to feel stressed when you continually have a large volume of calls. You'll practice some skills in session, and we'll discuss others you can try on your own.

A Proven Agenda (2 full-days)

Assess yourself

Why is it important to calm upset customers?

Why do customers get upset?

What can you do to prevent their upset?

Once they're upset, how to calm them

After the customer is gone

Stress assessment

Your stress Action Plan

Coping strategies practice sessions



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Course Objectives:

Participants will:

- Become aware of the critical role they play in the success of their company.
- Understand that they can help create the image they are helpful and responsive.
- Understand how their voice tone sets the tone for the conversation.
- Learn positive word choices to help create positive customer interactions.
- Respond pleasantly to customer complaints.
- Know how to reduce customer upsets.
- Empathize with the customer.
- Know how to defuse customer anger.
- Know how to release the stress they feel from customers.
- Know how to react neutrally to events outside of their control (e.g., negatively worded letters, system going down).
- Create specific, practical short-term strategies for dealing with pressures.
- Establish specific, practical mid-and long-term strategies for coping and gaining control in their lives.

Needed Materials:

- *Customer Service Survival Skills* workbook
- *Calming Upset Customers* book, \$10.95
- *Coping & Stress Profile*, \$16

Additional Reinforcement Materials:

- *Calming Upset Customers* book, \$10.95
- *Quality Customer Service* book, \$10.95
- *Beyond Customer Service* book, \$10.95
- *Measuring Customer Satisfaction* book, \$10.95
- *Twenty Ways to Improve Customer Service* book, \$13.95
- *Telephone Courtesy and Customer Service* book, \$10.95
- *Telephone Skills from A to Z* book, \$10.95
- *Success as a CSR* book, \$13.95
- *Measure and Manage Stress* book, \$15.95
- *Stress That Motivates* book, \$10.95
- *Balancing Home and Career* book, \$10.95
- *Managing Stress for Mental Fitness* book, \$10.95
- *Preventing Job Burnout* book, \$10.95
- *Self Renewal* book, \$15.95
- *Personal Wellness* book, \$10.95
- *Managing Anger* book, \$10.95
- *Managing Stress for Mental Fitness* self-study audio & book, \$24.95
- *Managing Stress for Mental Fitness* self-study video, audio & book, \$149

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