

Customer Service Courses	Name of Course	Description of Training
CS1	Customer Focus Programme Module 1 - Understanding Customer Relationships	Module 1 - Developing a customer relationship journey that provides tools, techniques, and approaches to enhance individual mindsets and skills, and organisation proficiencies at delighting Customers. The skills and tools learned will take people past a customer service focus to focusing on wowing Customers – delighting them whenever possible. Each phase takes you through the skills and mindset you need to be able to deliver world class service through the customer’s journey.
CS2	Customer Focus Programme Module 2 - Building Customer Relationships	Module 2 - Developing a customer relationship journey that provides tools, techniques, and approaches to enhance individual mindsets and skills, and organisation proficiencies at delighting Customers. The skills and tools learned will take people past a customer service focus to focusing on wowing Customers – delighting them whenever possible. Each phase takes you through the skills and mindset you need to be able to deliver world class service through the customers journey.
CS3	Customer Focus Programme Module 3 - Advanced Customer Relationships	Module 3 - Developing a customer relationship journey that provides tools, techniques, and approaches to enhance individual mindsets and skills, and organisation proficiencies at delighting Customers. The skills and tools learned will take people past a customer service focus to focusing on wowing Customers – delighting them whenever possible. Each phase takes you through the skills and mindset you need to be able to deliver world class service through the customer’s journey.
CS4	Customer Service Excellence	The core values and behaviours necessary to support and inspire customers.
CS5	Handling Difficult and Demanding Customers	The important aspects of dealing with difficult customers.
CS6	"Who Killed The Sale?"	Interactive workshop that explores the impact of individual behaviours on the success of customer satisfaction and/or a sales outcome.
CS7	Communication and Interpersonal Skills	Demonstrates the ability to communicate to all customers (internal and external) using awareness of self and others by identifying different behavioural styles.
CS8	Personal Integrity	Manages customer relationships using clear communication. Overcomes challenging situations by remaining resilient, positive and respectful of others while demonstrating

diplomacy.

CS9	Managing Expectations	Able to manage customers expectations through effective communication, taking ownership and responsibility to provide the best possible solution for all parties involved through an assertive style.
CS10	Relationship Management	Recognises the changing environment and is able to provide simple solutions using clear and accurate information whilst embracing change through current analysis and effective problem solving. Looks at ways to develop and improve performance in self and others.
CS11	Methodical Thinking	Recognises the changing environment and is able to provide simple solutions using clear and accurate information whilst embracing change through current analysis and effective problem solving. Looks at ways to develop and improve performance in self and others.
CS12	Personal Management	Organises and plans ahead by using time effectively through managing self and customers effectively whilst remaining flexible in own approach.
CS13	Getting to the Heart of Customer Service	Communicating positively and professionally with customers — both internal and external - and ready to deliver the level of world-class service customers expect today.