

# Client Service Skills

A two day programme which gives delegates the opportunity to understand their own communication styles and behaviour and then how to apply them to improve client service where necessary.

## Suitable for:

All staff who are client facing

## Objectives:

- Increase confidence to become pro-active with clients
- Understand how to build sound relationships
- Learn how assertive behaviour brings the best results

## Programme:

- Importance of good customer care
- Interpersonal skills
- Communication styles and how to improve them
- How we receive and process information
- Building rapport, voice tone and body language
- Communicating with internal and external customers
- Assertiveness and other behaviour patterns
- Beliefs and behaviour
- Behavioural flexibility
- Dealing with difficult situations
- Four cornerstones of assertiveness
- Creating a positive first impression
- Standards of performance
- Monitoring progress
- Group work on improving customer care within the department and throughout the business
- Personal action planning

## Duration:

Two days