

# Strengthening Internal Customer Service & Telephone Techniques

ChangeWorks  
Inc.



## Overview:

Service is the most important commodity your organization offers. And it is the most demanding. When your staff feels tired or stressed, they may find it difficult to treat each person like 'Number One.' But that's what superb customer service is all about – conveying personal caring and consideration to each individual. The good news is that these skills can be learned and improved. Each member of your staff, whether they have lots of room for improvement or they are already outstanding, can become even better at serving others.

## Topics:

### 1) Compelling Reasons for Internal Customer Service

- < Good external customer service must start from inside the organization
- < How internal customer service builds morale and productivity
- < Gaining the self-discipline to interact effectively with difficult people
- < Why courtesy and old-fashioned manners are good business today
- < How to treat each person like #1
- < How to keep your professional image - even under pressure

### 2) Communication Skills that Build Cooperation

- < How to use "we" language effectively
- < How to avoid negative trigger words and "killer phrases"
- < Pacing: ways to build rapport by matching the other person's style
- < Listening skills which form the foundation of teamwork
- < Four check-up questions to see if your non-verbals are positive or negative
- < Why actions speak louder than words

### 3) Using Finesse on the Phone

- < Answering the call: put your best foot forward
- < The professional ways to put someone "on hold"
- < How to respond when they want you to hold
- < Transferring a caller without giving them the "run-around"
- < Taboo (but common) phrases on the phone
- < Tactful ways to cope with a long-winded caller
- < What to do when several people compete for your attention

### 4) Handling those Sticky Situations

- < How to say "no" and retain goodwill
- < Handling a complaint from another department
- < Dealing with criticism in a non-defensive way
- < Five steps to defuse a hot situation
- < How to give corrective feedback to your associate
- < Problem-solving as a joint venture
- < Finding the win/win option even in conflict

*Seminar Options: One-Half Day and Full Day*



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