

Customer Service Training

ProSidian Consulting Training & Knowledge Management Solutions

LEARNING IS EVOLVING. Leading organizations look for ways to maximize learning effectiveness by placing training and knowledge management initiatives in context with the needs of individual and group development. Learning has become the connective tissue between the organization's mission and those charged with carrying it forward. This connected Learning motivates employees and aligns their needs with organizational initiatives. Whatever your training needs, ProSidian can help. From a single course to an integrated, multi-subject training pathway; we provide resources for Training And Knowledge Management while enhancing your organization's reputation, performance, and bottom line. Learn more about our solution for Customer Service Training: **INVEST | EMPOWER | DELIVER.**

Training Category

Business Coaching: Business coaching deals with personal or human resource development. It is designed to help facilitate professional and personal development to the point of individual growth and improved performance. ProSidian business coaches provide positive support, feedback, perspective, and advice on an individual or group basis to improve their personal effectiveness to maintain sustainable advantage in a business setting. Our coaches address motivational needs and cultural differences while providing executive coaching, corporate coaching and leadership coaching.

Expected Training Outcome

Through ProSidian training on Customer Service, each participant will gain an understanding/knowledge of Customer Service topics which can be applied to their working environment. The desired outcome is the achievement of skills by the participant that enables them to apply knowledge learned to improve customer service and retention with the ability to handle various customer situations.

What You Will Cover

Customer Service -- Customer Responsiveness -- Customer Satisfaction -- Dealing With Customer Complaints -- Creating Customer Loyalty

Course Number
PC2075BC11

Proposed Training

Customer Service: Training will include customer responsiveness, customer satisfaction, dealing with customer complaints, and creating customer loyalty.

Training Medium

In-person lecture; On-line exercises
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Class Size:

Minimum Class Size: 20 | Maximum Class Size: 45

Learning Methods

Webinar (WL) | Workshop (WS) | e-Learning (EL) | Consulting (CL) | Manager Led (ML) | Online Assessment (OA) | Self-Study/Print (SS) | Pretest/Posttest (PL) | Blended Solution (BL)

Who Should Attend

Mid-Level To Senior-Level Managers; Customer Service Teams

Prep Duration

Pre-preparation is not required but is recommended to receive maximum value from this course.

How You Will Benefit

Participants of ProSidian training on Customer Service and their respective organizations will gain knowledge with the goal of achieving new skills that when successfully used may deliver benefits including but not limited to: Decreased Work Conflicts -- Effective Communications -- Improved Customer Satisfaction -- Improved Customer Retention -- Improved Complaint Resolution Cycle Times

Customer Service Training

Real Results In Business Coaching For Customer Service Training (Course # PC2075BC11)

There are no shortages of issues that keep business leaders awake at night. Whether it's finding sustainability and addressing competitive forces or identifying positions between strategic scope and strategic strength; No Doubt About It, The Organization With The Best People Wins. But perhaps no other topic creates the degree of concern - both short and long term - than developing human capital through Training And Knowledge Management.

Invest:

Business leaders and academics agree – only by having the right people at the right positions can your organization reach its potential. This means investing in training and knowledge management to empower your people to make the best decisions and drive innovation while maintaining compliance, quality, and performance.

Empower:

Knowledge truly is power. Whether it's finding sustainability and addressing competitive forces or identifying positions between strategic scope and strategic strength; No Doubt About It, The Organization With The Best People Wins. Training and knowledge yields the power to make the right decisions.

Deliver:

ProSidian delivers training through powerful tools and experienced experts. Our Business Coaching Training Solution delivers measurable results and creates a positive return on investment in human capital using frameworks for training and talent management derived from leading research and best practices.

Contact ProSidian For Training & Talent Management

Do you have a plan for Training And Talent Management? If so, ProSidian can help.

Our professional trainers and facilitators provide government, business, and non-profit organizations with effective solutions in the areas of training, research, organizational development, and technical assistance.

Working with our clients, we draw upon a diverse group of resources, bridging academic, research, business, government, and theory with real-world business applications.

Learn More At www.ProSidian.Com/Services/Talent-Management/

Contact Us At [Solutions @ ProSidian.Com](mailto:Solutions@ProSidian.Com)

- Risk Management
- Energy & Sustainability
- Compliance
- Business Process
- IT Effectiveness
- Talent Management

