

CRITICAL TRAINING SOLUTIONS, L.L.C.

CUSTOMER SERVICE FOR CARE-GIVING PROFESSIONALS



Course Description

At some organizations, customer service is about sales, and there is absolutely nothing wrong with that. At yours, it's about care and respect. Your customers are in need more than they are in want, and they usually come to you in pain and stress. Your job is to help them to help themselves, and in that effort, some of their pain may get on you.

This training was designed for you, the care giving professional, in the knowledge that to provide true service for your unique customers you must first serve the most important customer – yourself.

Agenda

What Your Clients Need

- The 4 steps of on-the-spot needs assessment.
- They usually need something more than they ask for.
- Communication, Dialogue and Feedback

Who They Are

- What brought them to you, and why it really doesn't matter
- Building trust without sacrificing professionalism

What You Need

- 7 easy tools for handling stress
- Creating your own best workday
- Using Directional Dialogue for that “hard talk”
- Transformative Mediation training for conflict resolution
- Top-down and Bottom-up excellence in customer service