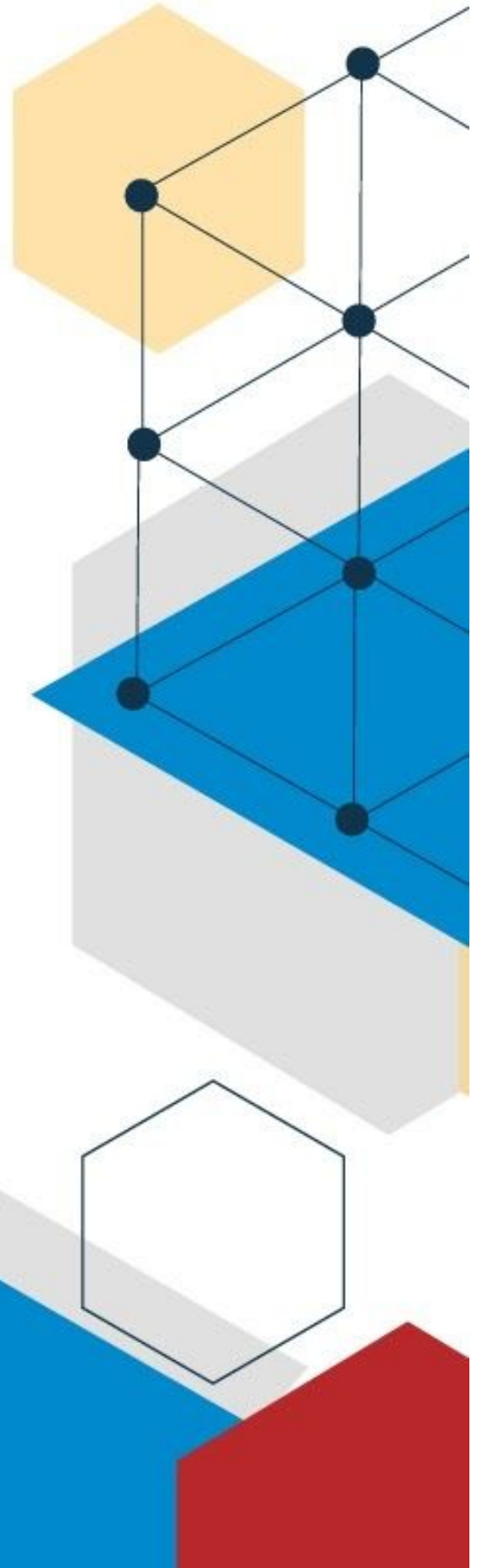


The Service Champion in you



Bringing out the Service Champion in you

Training Proposal

Program Overview

This course is geared towards providing participants with the necessary tools to [1] **enhance** their own **confidence** and **communication skills** to deal with customers in different contexts, [2] establish credibility, trust and enhance customer experience and [3] increase both their ability at handling **Objections / Emotions** of the customer

Because customers have become more and more demanding be it in terms of product, rapidity and quality of service and price, they expect their demands to be treated as a priority. However, many front liners tend to ignore a crucial part in Customer Service- **handling the emotions of customers**. This is a key issue which will be explored during training as this is a fundamental element of **Customer Loyalty**.

Learning Outcomes:

1. Developing key rapport building skills to connect with clients easily
2. Initiate and maintain an interactive communication
3. Use of appropriate "*phrases/expressions*" in **French/English** to appear more confident and professional.
4. Developing questioning skills to elucidate clients needs.
5. Learning how to make the client feel at ease and generate trust.
6. Developing skills for listening emphatically.
7. Enhancing the client's experience.
8. Handling Customer Complains and Emotions.
9. Influence effectively and have impact on others in negotiation process.

Terms & Conditions

Capacity

To provide an optimum learning experience for the participants, **Innostra** is limiting the number of participants per **workshop** to a maximum of **10**. This is because the program is highly interactive and all trainees are expected to actively participate in it.

Location

- Your workplace (Primary)
- Third-party training room.

Schedule & Duration

The **Bringing out the Service Champion in You** program consists of **16.5** hours of training, delivered over 3 days [09:00 - 16:00]. Kindly note that this is a proposed outline and the actual agenda will be determined after discussions with Team Leaders and clarification on the practical outcome of the training.

Modules	Duration (hrs)	Topic
DAY 1: Enhancing communication for better service [5.5 hours]		
#1	1.5	How do we process information <ul style="list-style-type: none"> • Understanding the role of perception in communication • Why different customers communicate in different ways • Working on my perception of Customer Service • Barriers to effective communication

#2	2	Developing my resilience <ul style="list-style-type: none"> ● Intrapersonal communication ● Managing my states on a daily basis- State Management ● Communicating with Emotional Intelligence ● The Circle of Influence and Concern
#3	2	Starting Conversations and Engaging Customers <ul style="list-style-type: none"> ● Positive language in Customer Service ● Sounding credible and professional ● Power “Phrases/Expressions” ● Techniques to Engage Customers
DAY 2: Enhancing Customer Experience [5.5 hours]		
#4	1.5	Building Trust and Understanding the Customer <ul style="list-style-type: none"> ● Building Trust ● Make the client feel important ● The key role of emotions in Customer Service ● Taking the time to understand the dynamics of emotions ● Who is my customer? ● Listening to my customer- Active Listening skills
#5	2	Managing customer expectations/experience <ul style="list-style-type: none"> ● Responding to the needs, expectations and emotions of my customers ● How to build rapport with customers ● Seeing the Big Picture- creating value in terms of

		<p>Product, Delivery, Service Mindset and Ongoing Relationship</p> <p>Working on my Action Plan</p> <ul style="list-style-type: none"> ● Key points to be remembered ● How to implement tools discussed? ● How to make these tools become habits?
#6	2	<p>Self-leadership in Customer Service</p> <ul style="list-style-type: none"> ● What is leadership? ● Why your organization needs you for Customer Service ● Proactivity in Customer Service ● Emotions are contagious- driving your team towards Customer Service Excellence <p>Working on my Action Plan</p> <ul style="list-style-type: none"> ● Key points to be remembered ● How to implement tools discussed? ● How to make these tools become habits? ● Relationship
Day 3: Influencing My Customers [5.5 hours]		
#7	1.5	<p>Influence Positively</p> <ul style="list-style-type: none"> ● What are the main communication styles and influencing skills? ● Their impact on internal and external customers ● How to develop an assertive attitude with internal and external customers ● How does assertiveness make me feel?
#8	2	<p>Handling complaints in an effective manner</p>

		<ul style="list-style-type: none"> ● How to deal with difficult customers ● Empathy and its impact on customers ● Taking the time to acknowledge customer complaints ● Avoiding trigger phrases ● Service Recovery
#9	2	Negotiating Effectively <ul style="list-style-type: none"> ● Thinking win-win ● Make the client feel understood ● Solution Mindset ● Getting buy-in of the client

Coaching Fees

The workshop fee is **Rs 15,000 / participant**. This **excludes** the catering fees, location of training room & stationery fees. These will be discussed and agreed before the start of the coaching program.

Bonuses

[1] Only **8 participants** will be charged per batch (maximum capacity per batch = 10 participants). That is up to two participants can attend for **free** beyond the 8 initial participants.

[2] A special **1-hour group** coaching is offered for FREE to the participants (to be scheduled 1 month after the training) to reinforce the learning outcomes and to assess the progress of the participants.

Certificate of Attendance

A Certificate of Attendance will be issued to all participants at the end of the program.



W: www.innostra.co E: info@innostra.co BRN: C08062016

HRDC Refund

The program is **MQA** approved and hence the program fees will be eligible for **HRDC** refund.

Payment

The fees are to be paid (by check or cash) by the end of the week in which the program has been carried out.

Checks can be drawn on the order of **Intellisource (Indian Ocean) Ltd.**



Why will you accept less when you can get so much more out of yourself, your team & your business?

If you believe in maximizing & optimizing your potential, assets and resources, then do not hesitate to contact us. We'll be glad to help.

Contact Us

-  5825 6345
-  5440 4446
-  www.innostra.co
-  coach@innostra.co

