



CUSTOMER SERVICE PROFESSIONAL

learn, grow, succeed



DEFINING SERVICE EXCELLENCE





WE ARE PASSIONATE ABOUT CUSTOMER SERVICE

The Customer Contact Centre Industry is unique because it touches all other industries. Recognizing this diversity in customer base is what sets our training apart from others.

We have designed tools and techniques that work in customer facing professions in any industry. Participants are provided with savvy communication strategies using emotional intelligence to handle any type of interaction.



WHAT YOU WILL LEARN

THE STANDARDS

Gain an understanding of how to create rapport and acknowledge the customer's request or concern. Develop effective questioning skills to ensure resolution is met on the first interaction.

CONTROL STRATEGIES

Learn strategies for maintaining control of an interaction. Explore methods of emotional intelligence to build trust with your customer to handle complex situations and achieve first contact resolution.

HANDLING DIFFICULT CUSTOMERS

Discover how integrating the 4 principles to the psychology of anger into your customer service can diffuse most escalated interactions. Learn why a customer might be upset and how to repair the trust and begin moving the interaction to resolution.



Create your action plan for success.

We recognize in today's workplace one size does not fit all.

That's why we have developed sessions that can be adapted to best suit your needs.

- Classroom
- On site at your location
- Webcast
- Webinar
- Lunch & Learn

For more details contact bruce@mcca.mb.ca.

WHAT YOU WILL GAIN

THE STANDARDS

- An understanding of how to create rapport
- Effective questioning skills to ensure resolution is met on the first interaction
- Increased capacity to understand customer's request through body language and tone

CONTROL STRATEGIES

- Strategies for maintaining control of an interaction
- Methods using emotional intelligence to build trust with your customer
- Techniques for handling complex situations and achieving first contact resolution

HANDLING DIFFICULT CUSTOMERS

- Increased confidence in your ability to calmly handle difficult situations
- Compassion for customers who are upset and how to move them past the emotion
- Proficiency in moving customers to resolution

Attending our workshops gives you:

- Tools and techniques to be more efficient and effective in your current and future roles.
- New and upgraded skills, best practices, and strategies you can begin to use the minute you get back to your workplace.
- Increased productivity and effectiveness.
- Up-to-date trends and developments in the workplace.
- Fresh ideas and insights gained from networking with other like-minded professionals across Canada.



Think
connect with knowledge
a division of MCCA

THINK, a division of MCCA, was established to meet the growing demands of our customers. Over twenty years ago, we began delivering quality training for the Customer Contact Centre Industry. Our reputation for developing engaging and effective training is recognized by a variety of industries and the demand for our services continues to grow. We believe all organizations benefit from investing in continuing professional and personal development opportunities. Let us help you and your team - **connect with knowledge**.