

Managing and Coaching Your Customer Service Team

Duration: 2 days

OVERVIEW

In the face of increasing customer and staff expectation as well as technological advances, maintaining a consistently resilient, focused and motivated customer service team is becoming an increasingly demanding role. This course enables Managers, Supervisors and Team Leaders to maintain a productive customer focused climate.

IS IT RIGHT FOR ME?

Suitable for any customer service manager, customer service supervisor and customer service team leaders who are responsible for a team of customer service providers.

WHAT WILL I LEARN?

By the end of this course you will be able to:

- Define and understand excellence in service delivery
- Recognise your role and responsibilities as a customer service manager
- List ways to effectively role model service excellence to your staff
- List ways to motivate individual team members
- Understand what can demotivate staff and avoid the pitfalls
- Set SMART objectives
- Use feedback as a tool to recognise excellence and improve performance

WHAT WILL IT COVER?

Manager as a role model

- Your role and responsibilities
- Defining “excellence”
- Internal customer service excellence
- Your impact on the team and on their attitude and behaviours
- Creating a culture of service excellence

Understanding your customers’ expectations

- What do your customers think is excellent service
- Feedback from customers and how you use it
- Creating your standards

Motivating the team and the individual

- Understanding extrinsic and intrinsic motivators
- Understanding what factors demotivate individuals
- Setting SMART objectives
- Giving “in the moment” feedback

Personal Action Plan

- What will I do differently/more of/less of to help the team from tomorrow

FURTHER COURSE TO CONSIDER...

You may also like: [Motivating Your Team](#)