

In-house Training Outline

(To be further tailor-made according to the client's request)

Effective Communication Skills (2 days) – May He

1. The concept of excellence in customer service

- The definition of customer service
- The factor and surveys of customer service
- The benefit of offering good customer service
- The elements of excellence customer service
- Expectations of the customer to the service
- Tips of improving customers' satisfaction
- Details make difference

2. Internal customer service

- The definition of internal and external customer
- The benefits of good internal customer service
- Enhance the informal communication

3. Better communication across department

- Barriers to communication across departments
- Methods for overcoming barriers of coordination and communication between departments
- Clarify exactly what you expect from the other department
- The importance of good internal customer service

4. Fundamentals of good communication

- Communication is power
- Definition of communication
- 3 elements of face to face communication
- Verbal and non-verbal communication

5. Express oneself ideas and feelings clearly

- Difference of one-way and two-ways communications
- Tips for sending and receiving messages
- Tips for giving constructive feedbacks

6. Questioning and listening skills for getting information

- Various types of questions
- Ask proper questions
- The importance of listening to others

7. Dealing with different working and communication styles

- Analysis individual working and communication styles
- D, I, S & C'S profile
- Adapting your communication style to communicate with D, I, S & C

8. Telephone skills and etiquette

- The importance of tone of voice
- Preparation before making phone calls
- Rules of handling customer's needs and questions over the phone
- Does and don'ts over the phone
- Answering, making, transferring, leaving message and ending phone calls

9. Dealing with conflict in the work

- Analyze what the conflict is about & dealing with conflict
- Dealing with difficult people
- 3 types of behavior
- Assertiveness in action and communication
- Emotion management
- Interpersonal skills