



Customer Service Skills and Techniques H8C22S

HPE course number	H8C22S
Course length	2 days
Delivery mode	ILT
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Customer Service Skills and Techniques is designed to introduce participants to customer service processes and techniques that build strong customer relationships. Through interactive activities, demonstrations, role-plays, and discussions, participants learn and practice the skills involved in establishing a customer focus, determining customer expectations, communicating with customers, dealing with difficult customers, and evaluating customer service.

Why HPE Education Services?

- IDC MarketScape leader 4 years running for IT education and training*
- Recognized by IDC for leading with global coverage, unmatched technical expertise, and targeted education consulting services*
- Key partnerships with industry leaders OpenStack®, VMware®, Linux®, Microsoft®, ITIL, PMI, CSA, and (ISC)²
- Complete continuum of training delivery options—self-paced eLearning, custom education consulting, traditional classroom, video on-demand instruction, live virtual instructor-led with hands-on lab, dedicated onsite training
- Simplified purchase option with HPE Training Credits

Audience

- This course is designed for professionals at all organizational levels interested in obtaining the skills necessary for building strong relationships with internal and external customers

Benefits to you

- Understand customer expectations
- Communicate effectively with customers
- Maintain customer relationships
- Learn how to deal with difficult customers

Course objectives

At the end of the course, participants will be able to:

- Examine the value of providing exceptional customer service in today's business environment
- Explore how service is defined by customers
- Communicate appropriately and personally with customers
- Apply tactics to effectively deal with challenging customers
- Objectively evaluate customer service efforts

*Realize Technology Value with Training, IDC Infographic 2037, Sponsored by HPE, January 2016

Detailed course outline

Module 1: Establishing a Customer Focus	<ul style="list-style-type: none">• Why customer service matters• Personal zone of influence• Who are your customers?
Module 2: Determining Customer Expectations	<ul style="list-style-type: none">• How customer expectations of service are shaped• The six dimensions of quality customer service• Moments of truth
Module 3: Communication with Customers	<ul style="list-style-type: none">• Dialogue vs. discussion• Opening the dialogue• Effective listening skills• Diagnosing and solving problems• Using careful language when communicating with customers• Closing the dialogue• Delivering service via telephone and email• Recovering from service breakdowns• Maintaining relationships with customers
Module 4: Dealing with Challenging Customers	<ul style="list-style-type: none">• Behaviors that anger customers• Responding to difficult customers• Managing your emotions in difficult customer situations
Module 5: Evaluating Customer Service	<ul style="list-style-type: none">• Asking for customer feedback• Communicating customer feedback• American Customer Service Index (ACSI)

Next steps

- Negotiation Skills (H8C25S)
- Leadership and Management Skills for Non-Managers (HF394S)

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