



Inspiring People

*The fresh approach to customer service consultancy,
training and personal development*

ICS
FirstImpressions

Institute of Customer Service FirstImpressions™ (Two day)

Overview

The Institute of Customer Service launched **ICS FirstImpressions™** in 2006. Caroline was part of the original advisory panel helping to design the programme. It is a 20-hour course full of activities and interaction, so that staff can enjoy a stimulating introduction to information, ideas and knowledge which will make great improvements to their customer service skills.

Who is the course aimed at?

FirstImpressions™ is aimed at all staff, including front-line staff who want to excel at providing excellent customer service whether internally or externally.

What are the course objectives?

The central aim of the programme is to help people think about the customer service they provide and learn how to apply best practice so that they support their organisation in developing and maintaining long-lasting customer relationships.

What areas are covered by the course?

Delegates attend two one-day (or four half-day) workshop sessions with a gap of about three to four weeks between the first and the last, during which they carry out a wide range of learning activities. The programme consists of a Quick Start Guide, six modules and a Workplace Assignment.



- Basic concepts of customer service
- Developing relationships with your customers
- Communicate effectively
- Deliver service excellence through teamwork
- Responding to customers
- The you factor

The participants will also be asked to complete a workplace assignment, which can be customised to maximise the benefit to both the individual and the organization.

ICS FirstImpressions™ concludes with a multi-choice assessment and when successfully passed, they will be awarded their Foundation Certificate and one year membership of the Institute.

What do participants take away from the course?

Upon completing the course, participants receive:



- An ICS Customer Service Foundation certificate
- One year's free ICS Foundation membership
- A 120-page participant guide which complements the training.

How to apply?

3 ways to apply for an Inspiring People Academy Course

1. Delegates can apply for a place by calling us on 01905 339600
2. Email us at contact@inspiringpeople.co.uk
3. Visit our website www.inspiringpeople.co.uk

You never get a second chance to make a 1st Impression

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