



Inspiring People

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

ICS
ServiceManagement

Institute of Customer ServiceManagement™ (Three day)







Overview

This is an activity-based improvement course for those who want to manage their customer service teams effectively and proactively – through motivating and inspiring people. The course focuses on exceeding customer expectations by placing them at the heart of everything the team does.

Who is the course aimed at?

The course is designed for managers, supervisors and team leaders and anyone involved in moving the customer experience forward






What are the course objectives?

-  Understand how important it is to set organisational, team and individual objectives to deliver excellent customer service
-  Create a customer-focused culture within a team
-  Organise a team so they can deliver the most reliable customer service
-  Use the most effective communication methods
-  Lead a team to improving their customer service
-  Understand how to motivate, empower and inspire a team to exceed customer expectations

What areas are covered by the course?




The course is delivered over about 30 hours split across five half-day modules (two can be held on one day). There is also a work-based assignment to be carried out between modules four and five to see how the new skills can be used.

The modules covered are:

-  Setting the team's objectives
-  Communicating
-  Creating a customer-focused culture
-  Organising a team to deliver reliable customer service
-  Putting it all together: the assignment

What do participants take away from the course?

Upon completing the course, participants receive:

-  An Institute of Customer Service Foundation certificate
-  One year's free professional membership of ICS at Foundation level
-  Participants receive a course guide which contains activities, information and exercises that will be useful during and after the course.

How to apply?

3 ways to apply for an Academy Course

1. Call us. 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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