

A night-time photograph of the Golden Gate Bridge in San Francisco, California. The bridge's towers and suspension cables are illuminated with warm orange lights, and the city lights of San Francisco are visible in the background across the water.

COACHING EXCEPTIONAL CUSTOMER SERVICE: PUTTING PEOPLE FIRST IN THE PUBLIC SECTOR — FOR MANAGERS, SUPERVISORS, AND LEADS

Facilitating Positive Change

Half-day (3-4 hours)

Are some of your customers overly demanding and hard to please? Does your staff get stressed trying to satisfy difficult customers and manage challenging behaviors? This training provides an overview of the best practices in coaching staff to deliver exceptional customer service. Participants learn how to coach and motivate their staff to better handle stressful, highly charged situations and still keep a positive attitude.

Objectives

- Model and coach a can-do service attitude
- Communicate effectively and positively with your staff and customers
- Anticipate and meet customer and staff needs

Content

- Assessing staff and customer needs and expectations
- Showing staff how to apply service principles to internal and external customers
- Identifying communication styles and flexing your coaching style
- Motivating staff to diffuse and solve problems
- Coaching staff to calmly handle difficult behaviors

“I want to thank The Consulting Team for their great trainings in Customer Service. Recently, my staff has been through a few trainings and rank these among the best.”

- Henry Perezalonso, Recreation Services Manager, Town of Danville

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