

# Leadership

**Course Name**

Delivering Outstanding Customer Services

**Course Description**

It is an interactive course providing plenty of opportunity for participants to practice and develop their behavioural and communication styles to an array of recognisable situations. There is practice across a range of customer service scenarios. Specifically there is practice relating to handling heightened emotion, delivering difficult messages or dealing with conflict. Participants are provided with practical strategies for dealing with customer service scenarios and have input about some of the theory relating to effective communications and interpersonal skills, such as transactional analysis, influencing styles and conflict models. Participants receive feedback and coaching on their strategies, tactics, language, tone and body language. Participants are encouraged to take responsibility for their own development and recognise that there will be more work to do to optimise the benefits of the training back in the workplace.

**Audience**

Customer Service Assistants, Shift Station Managers & Station Managers. This course is to be completed after the CSA Induction course or Customer Service for Managed Stations.

**Duration:** 2 Day(s) **Class Size:** 16

**Competence Name Awarded**

N/A

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N/A

**Course Code**

N/A

**Prerequisite Name**

N/A

**Prerequisite Short Code**

N/A

**Skills Assessment Scheme Regime**

N/A

**Course Type**

Face to Face

**Download Date: 19/5/2024**