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Transforming Lives through Training & Development. Since 1991.

Module: COMMUNICATIONS - 'CONVERSATION CONTROL'

Program Duration 6 days

- a. How to assess your conversation control?
- b. How to recognize cues & clues?
- c. When to use problem-centered and solution centered behaviour?
- d. How to change conversations through statements and request?
- e. How to use time dynamics in conversation?
- f. Why territory & permissions are important?
- g. Ways you win or lose in conversation?
- h. How to use facts and opinions to diverge and converge?
- i. How visuals can improve your verbal?
- j. Get your summarizing act together.
- k. Conversational seduction and how to manage it?
- l. How to challenge Assumptions and be assertive.
- m. The art of giving feedback.
- n. When you are positive and when you are negative?
- o. How to speed up and slow down conversations?
- p. How you can use conversation control skills?
- q. How to improve your conversation control?

SYNOPSIS – 'Customer Service'

Introduction: Objectives of a Customer Service Skills Program:

1. To ensure a common base level of competence in customer service skills by all employees. These skills include:
 - Listening.
 - Assertiveness.
 - Communication, especially the use of clear English.
 - Effective passing on of work to colleagues.
 - Handling complaints constructively.
2. To reinforce understanding of each employee's internal and / or external customer's area.
3. To reinforce any other quality improvements taking place concurrently within the sales organization.
4. To encourage constructive problem – solving through prompt personal action by every employee.

Module:

- Why Customer Service Matters?
- What is Different about Good Service?
- Performance Standards.
- Turn Complaints into Opportunities.
- Listening to Customers.
- Assertiveness and Good Service.
- Effective Customer Communications.
- Internal Customers.
- Personal Action Planning.
- Self - Assessment Materials.