



Customer Service Management

If you manage a customer service team or have customer service managers in your business, this **Customer Service Management training course** will provide skills and approaches to keep your customer service team motivated, on track and delivering exceptional levels of service.

Learn how to motivate those that interact with customers, how to set clear targets and objectives and coach the team to achieve the required results. We'll show you how to stretch the team to achieve more, but also what to do if a team member is not achieving what's expected.

Course Aims

This **Customer Service Management training course** will provide those in customer service management roles with the skills and approaches needed to motivate and develop the customer service team.

Course Objectives

By the end of the session, attendees will:

- Have tools to identify the different characters in their team
- Be able to communicate the customer service ethos to all team members
- Be able to different techniques to motivate both individuals and the team as a whole
- Know how to set clear objectives with their team members as well as objectives that stretch to achieve more
- Be able to coach team members effectively to get maximum performance
- Have tools and techniques to deal with underperforming team members

Course Content

- What is Customer Service Management
- Skills of an effective customer service manager
- Understanding the characteristics of a team
- Setting clear sales targets
- Monitoring and motivating customer service teams and individual team members
- Coaching team members to maintain and improve performance
- Dealing with under performing customer service team members

Price

Delivered as an in-house course only. Please contact us for costs.

Session Breakdown

What is a Customer Service Management?

- The role of the customer service manager
- The skills needed to be an effective customer service manager
- The objectives of the customer service manager

Team Characteristics

- Understanding team personalities
- How to communicate to different personalities
- How to motivate different personalities
- The team development life cycle

Setting Goals and Objectives

- Setting daily/weekly/monthly targets and objectives
- Feeding objectives into overall performance management programmes
- Monitoring goals and objectives
- Gaining buy in from team members
- Setting targets and objectives that stretch the team members

Monitoring, Motivating and Maintaining Performance

- How to monitor your overall team performance
- Using dashboards and other tools to track performance and gather data
- Using motivational techniques to maintain and increase performance

Coaching and Feedback

- Understanding how coaching helps maintain and improve performance
- Using a simple coaching structure to have effective conversations
- Turning gathered data into effective feedback
- Providing feedback that creates change

Dealing With Under Performing Customer Service Team Members

- How to proactively identify potential drops in performance
- Effective under performance discussions
- Setting targets for improvement
- Using personal improvement plans

Course Information

This is a **one day** training event that Revolution Learning and Development deliver as an in-house course anywhere in the UK

We can make this more bespoke to your needs.

The cost of our open courses includes the learning materials, refreshments during the day and lunch.

To discuss your individual needs, email contact@revolutionlearning.net or call us on 03333 444 575.

Booking terms and conditions are available on our website.