

Exceptional Customer Service Support and Collaboration

One or Two Day Workshop

The gradual decline of customer service over recent years has created an exciting opportunity to provide service that is exceptional, unique, and exceed expectations. Creating an emotional connection to both your internal and external customers, can translate into improved customer satisfaction. In this high energy workshop, you will learn, how intentional actions play an important role in establishing service excellence through understanding the experience, breaking widely held stereotypes, and identifying service pitfalls.

Some of what you will learn:

- How to measure customer satisfaction
- How to handle the six most common customer complaints
- How to handle difficult customers with diplomacy and tact
- The importance of building positive customer relationships
- How to communicate with customers to build collaboration and support
- How to project a professional and friendly image to your customers
- How to establish a collaborative relationship with remote customers
- How to make customers feel important and appreciated
- How to remain calm in the most demanding situations
- How to win over angry and abusive customers



What people are saying:

“Dr. Garcia is truly an excellent speaker and trainer, the class was engaging and motivating.”

- NOAA

“The seminar was excellent. The seminar leader really made everyone feel involved. Thank you for your fervor and passion.”

- Department of Defense

Designing a successful customer service strategy hinges on understanding what you want to do for your customers, what your customers expect, and the impact of these actions.

COURSE OVERVIEW:

Training includes, but not limited to, the following topics:

Turn Internal and External Customer Into an Ally

- ❖ How to gain the trust of your customers
- ❖ How to build cooperation and collaboration between individuals and departments
- ❖ How to let customers know you're really listening to them
- ❖ How to make customers feel important and appreciated

Techniques for Better Communication

- ❖ How to deal effectively with the most difficult people
- ❖ The secrets to developing rapport with your customers and associates
- ❖ Gain the customer's support for unpopular decisions and policies
- ❖ Adaptive communication

Telephone Techniques

- ❖ Learn to combat the depersonalization of phone communications
- ❖ How to be effective on the phone as you would be face-to-face
- ❖ How to speak concisely and make every word count
- ❖ Strategies for contending with rude or abusive callers
- ❖ Innocent statements that drive customers crazy

How to Deal Effectively With Difficult People

- ❖ Learn to handle the most demanding situations, without getting angry or losing your composure
- ❖ An innovative system that transforms complaints into customer feedback
- ❖ How to say “no” – Learn to be more assertive with your customers
- ❖ Learn a specific approach to winning over angry or abusive customers
- ❖ How to keep your cool in the toughest situations
- ❖ A step-by-step strategy that makes exceptional customer service the rule, not the exception

People Skill – Interpersonal Effectiveness

- ❖ Avoid the top mistakes that sour relationships
- ❖ Use your personality type to your advantage when building rapport
- ❖ Learn proven techniques for connecting with anyone
- ❖ Create an environment where everyone feels safe to openly express themselves
- ❖ Recognize the unlimited power of being authentic
- ❖ Know the secret to making others feel valued

ALEX E. GARCIA, Ph.D., is a globally experienced leader, international speaker, performance improvement trainer and coach. He has worked with a diverse client base developed over 20 years including: The Department of Defense, Lockheed Martin, Kaiser Permanente, NOAA, NSA, Federal Law Enforcement Training Center, Sara Lee Foods, Social Security Administration and the CDC, to name a few. Dr. Garcia is also the Founder and CEO of Leadership Dynamics, a training and consulting firm specializing in leadership development. With a Ph.D. in Industrial Organizational / Behavioral Psychology, from Wright State University, Dr. Garcia has applied his education, expertise and experience to working with clients in the U.S., Canada, Europe, and Asia. He took his message to a broader audience when he released the audio series "The Mental Edge", which explores how the self-esteem and self-image affects professional and personal effectiveness. Dr. Alex Garcia is also an adjunct faculty member with the (OPM) Office of Personnel Management., and certified on a range of widely recognized programs and psychological assessments including, Leadership and Conflict Management Coaching, 360-Degree Feedback Coaching, California Personality Inventory (CPI), Emotional Intelligence, Disc Behavioral Styles Assessments and Project Management, to name a few. Dr. Garcia has trained, spoken to, and coached leadership and management skills to leaders of business, government, and education, and has built a reputation for providing passionate, energized and enthusiastic speaking and training sessions.

For more information or to request a Proposal: Please contact:

Dr. Alex Garcia,

Office: 614.920.1323

Cell: 614.205.8579

Email: alexgarcia@leadershipdynamicsllc.com



Complete client list, available training, speaking topics, coaching services, video demo, and testimonials, is available at www.leadershipdynamicsllc.com.

