



Griffin Training

Solutions for a Modern Workforce

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Communication Skills for Customer Care

The core of good customer service/care is found in good interpersonal communications skills. This course focuses on developing participant's communications skills with a view to better their ability to provide effective customer service/care. The course is very practical and on completion participants should understand the basics of communication, the barriers to good communication, how to positively influence clients and how to handle difficult/irate customers in a friendly and positive manner.

Objectives:

- To understand the basics of communication
- To gain the skills necessary for effective communication
- To overcome barriers to effective communication
- To positively influence clients
- To deal with difficult/irate customers effectively

Content:

- Basics of Communication
- Beyond Verbal Communication
- Advanced Skills in Communication
- How to Over Come Barriers to Effective Communication
- The Keys to Positive Influence
- The Irate Customer and Effective Communication