

*First Creation Consulting*



# ***Client Service Telephone Skills***

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**First Creation Consulting Ltd**

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## WORKSHOP AIM:

The aim of the workshop is to raise the participants' awareness to the importance of providing excellent client service and how they can personally make a difference by contributing to the team effort when interacting with the clients.

## WORKSHOP OBJECTIVES:

By the end of the workshop participants' will be able to:

- Understand the importance of providing excellent client service
- Reinforce understanding of who the external clients are and how they can be better served
- Contribute to the development of a set of quality standards that the firm will measure itself against in the area of providing excellent client service
- List the key skills required for providing excellent client service
- Effectively turn client complaints into opportunities
- Effectively manage dissatisfied or complaining clients

## WORKSHOP METHODOLOGY

The workshop has been designed to maximise participant involvement. A number of proven methodologies are employed including:

- Consultant led input
- Group/individual based exercises
- Feedback and coaching

## **One Day**

**Start 9:00**

### **Introduction**

- Workshop aims & objectives
- Workshop overview

### **Providing Excellent Client Service**

- Why client service matters
- What's different about excellent service
- What the clients expect – External – Internal
- What are the obstacles to providing excellent client service

### **Cornerstones for providing Excellent Client Service**

- Communication
- Cooperation
- Commitment

### **Managing the Clients**

- Turning complaints into opportunities
- Dealing with dissatisfied Clients
- Dealing with angry or hostile Clients
- Building positive relationships
- Practical exercise

### **Practical Exercise**

Participants will conduct a case study driven exercise to reinforce the importance of excellent client service

Review and debrief of exercise –

### **Providing Excellent Client Service**

- Brainstorming
- Screening
- Introducing, improving processes
- Implementing Quality Service Standards
- Making a difference

Development of Personal Actions Plans – Making a Difference

**Finish 17:30**

### **Review & Summary**