

Customer Care Training Course Overview

For Internal SDDC staff and workforce

Duration: 1 Day

Aim:

To provide delegates with increased confidence and awareness of Customer Care and how best to deliver this in their role

Objectives:

By the end of this training delegates will be able to:

- State what is meant by excellent Customer Care
- State why South Derbyshire DC is committed to providing excellent Customer Care
- Be familiar with the Council's service standards
- Describe and practice the appropriate core skills necessary to deliver excellent Customer Care

Content:

Introductions

Draw on our own personal experiences of poor and excellent customer service

Why is SDDC committed to Excellent Customer Care?

Internal and External Customers

Quiz on the Council's standards

Core skills:

- Listening
- Body Language
- Questioning
- Writing
- The telephone
- Being self-aware

Quiz

Resources

Objectives, Summary and End