# Excellence in Customer Service (Advanced)

**Category:** Professional & Leadership Development | **Vendor:** Logical Operations

**Duration:** 8.00 hours (1 days) **6.5 CPD Hours** **Rating:** ⭐ 4.6 (5,878 reviews)

## Course Information

**Delivery Format:** Instructor Led - Online

## Course Overview

In this course, you will apply important principles and skills you can use as a customer service professional.In addition to providing basic customer service, you'll also learn important principles and skills that will empower you to solve difficult and challenging customer interactions, encourage further sales, and take on leadership responsibilities.

## About This Course

In this course, you will apply important principles and skills you can use as a customer service professional.

In addition to providing basic customer service, you'll also learn important principles and skills that will empower you to solve difficult and challenging customer interactions, encourage further sales, and take on leadership responsibilities.

## Who Should Attend

This course is intended for customer service professionals with some experience in the field who want to expand or refresh their knowledge and improve their skills.

It is also intended for customer service professionals who have taken on, or are looking to assume, greater leadership responsibility.

## Learning Outcomes

**Upon successful completion of this course, participants will be able to:**

In this course, you will refresh and expand your customer service skill set.

You will:

Apply fundamental customer service knowledge and skills.

Manage your everyday workflow.

Take care of customers by assessing their needs, resolving their issues, and encouraging further sales.

Deal with challenging customer interactions.

Apply customer service leadership skills

## Detailed Course Outline

### Applying Customer Service Foundations

- Topic A: Assess Customer Service Basics
- Topic B: Develop Interpersonal Skills

### Managing Your Workflow

- Topic A: Apply Organizational Skills
- Topic B: Handle Simultaneous Customer Contacts
- Topic C: Manage Individual Stress

### Taking Care of Customers

- Topic A: Maintain Focus on the Issue
- Topic B: Assess Customers
- Topic C: Diagnose Customers Problems
- Topic D: Educate the Customer
- Topic E: Resolve Customers Problems
- Topic F: Encourage Further Sales Through Service

### Dealing with Challenging Customer Interactions

- Topic A: Recognize Difficult Situations
- Topic B: Work within Your Company Parameters
- Topic C: Handle a Difficult Interaction
- Topic D: Overcome Negativity
- Topic E: Redirect the Customer
- Topic F: Follow Up on a Challenging Situation

### Progressing to Leadership

- Topic A: Lead from Within Your Team
- Topic B: Address Escalated Customer Issues
- Topic C: Analyze Customer Service Metrics

# Additional Course Details

Nexus Humans Excellence in Customer Service (Advanced) training program is a workshop that presents an invigorating mix of sessions, lessons, and masterclasses meticulously crafted to propel your learning expedition forward.

This immersive bootcamp-style experience boasts interactive lectures, hands-on labs, and collaborative hackathons, all strategically designed to fortify fundamental concepts.

Guided by seasoned coaches, each session offers priceless insights and practical skills crucial for honing your expertise. Whether you're stepping into the realm of professional skills or a seasoned professional, this comprehensive course ensures you're equipped with the knowledge and prowess necessary for success.

While we feel this is the best course for the Excellence in Customer Service (Advanced) course and one of our Top 10 we encourage you to read the course outline to make sure it is the right content for you.

Additionally, private sessions, closed classes or dedicated events are available both live online and at our training centres in Dublin and London, as well as at your offices anywhere in the UK, Ireland or across EMEA.

# Frequently Asked Questions

### Q: What delivery options are available for Excellence in Customer Service (Advanced)?

We offer multiple delivery formats:

- Live Instructor-Led Classroom Online (Virtual/Live Online)
- Traditional Instructor-Led Classroom Training (ILT)
- On-site delivery at your offices anywhere in United Kingdom
- Private dedicated courses customized for your team

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### Q: How many CPD hours does this course provide?

The 1-day Excellence in Customer Service (Advanced) course provides up to 6.5 CPD hours of structured learning. CPD certificates can be provided upon request.

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### Q: What is the duration of the Excellence in Customer Service (Advanced) training?

The training takes place over 1 day(s), with each day lasting approximately 8.00 hours including breaks for lunch and refreshments.

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### Q: Do you provide corporate training for Excellence in Customer Service (Advanced)?

Yes, we provide corporate training, dedicated training, and closed classes for Excellence in Customer Service (Advanced). Training can take place anywhere in United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online allowing teams from across United Kingdom or internationally to attend.

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## Q: Why choose Nexus Human for Excellence in Customer Service (Advanced)?

Nexus Human is recognized as one of the leading training providers. Our trainers have won multiple awards including:

- Small Firms Best Trainer Award
- National Training Partner of the Year (Ireland) - Multiple Years
- Global Top 30 Instructor Awards (2012, 2019, 2021)
- Tech Excellence Award Nominations
- Learning Performance Institute (LPI) External Training Provider Sponsor 2024

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## Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your Excellence in Customer Service (Advanced) training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.


**Nexus Human**

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