



Randall Resources International

A Customer Service Training



**It's About Them...
*And It Starts With YOU!***

*For companies who want to keep their
customers coming and calling back!*

More Confidence!

More Credibility!

More Trust!

More Customer Loyalty!

What Our Clients Are Saying...

“The energy and enthusiasm that you exuded was outstanding! We learned a lot about ourselves, others, and the genuine importance of providing great customer service.”

— Sherolyn K.
Manager, Legal Department

“Very well-organized and delivered... knowledgeable, energetic, patient, and clear. Many specific skills I can use immediately.”

— Heidi L.
Automation Field Support

“This was the Best, most educational, most useful, most life-changing, amply presented and interactive training I have ever attended!”

— John P.
Administration Coordinator

“Eye opening, practical, and powerful. This training was inspiring and motivating.”

— Jeanne H.
Executive Director of Legal Affairs

“Kathleen’s ability to bring her audience into the topic and keep us focused with examples and activities made this class excellent.”

— Wendy M.
Credit Professional



Info you can use the minute you walk out the door!

- ✓ Understand and implement the Laws of Expectation
- ✓ Discover need-to-know strategies for handling difficult people
- ✓ Utilize the skills of validation and customer language



Hands-On Training to *Coming and*

A ONE-Day Workshop

PEOPLE SKILLS:

IT'S ABOUT THEM... *And It Starts With YOU!*

Creating an Atmosphere and Mindset of Excellence

- Customer Service vs Customer Experience
- Qualities of Excellence
- Nonverbals and Perceptions
- The Laws of Expectation
- Rules of Engagement: Can I or Can't I?
- Active Listening: the Customer Perspective

Building Trust: Communicating with Diverse Personalities

- Seeing the Person, Not the Problem
- Discovering Personal Value and Worth
- Understanding What *Their* Nonverbals May be Telling You
- Learning the Signs of Respect
- Speaking *Their* Language of In-

*Relevant
Immediate
Applicable*

Keep Your Customers Calling Back!

CREATING EXCELLENCE IN
CUSTOMER EXPERIENCE

Dealing with the Upset Customer

- Unbundling Problems & Complaints
- Defusing *Their* Emotions
- Understanding *Your* Triggers
- Controlling *Your* Mindset, Influencing *Theirs*
- Knowing Your Reaction, *Choosing* Your Response



The Power of Word Choice: Say This, Not That!

- Defusing Tense Situations
- Embracing and Speaking Customer Service Language

Lights, Camera, Action! Making It Memorable

- Creating your "10 + 1"

These Can Also Be Brought Directly to Your Organization...

Day 2: **PHONE SKILLS** *Tact, Tools, Techniques*

- Greetings and Transfers: Creating / Setting the Tone
- Voice Awareness: Tempo and Tone
- Call Techniques: Keeping the Call on Target and On Time
- Generational Needs and Cultural Cues: Creating Customer Connection
- Word Choice: Your Key to Unlocking Their Perception; Handling Difficult Callers
- Hands-On: Real Situations, Real Conversations

Day 3: **WRITING SKILLS** *for BUSY PROFESSIONALS* *Credibility, Influence, Emails, and Letters*

- The Written Word: Credibility and Influence: Moving from Abstract to Concrete; What *Your* Writing Tells Customers About You and Your Organization
- Business Grammar, Punctuation, and Word Confusion: Common Mistakes That Detour and Sabotage Your Message
- Effective EMAIL: How to Create Clear and Concise Emails; Subject Lines that Create Action
- Persuasive Letters: Practical Tips for Credible and Persuasive Letter Writing

The **CUSTOMER EXPERIENCE** Difference

PROGRAM DETAILS



TO ENROLL

REGISTER ONLINE

www.RandallResourcesInt.com



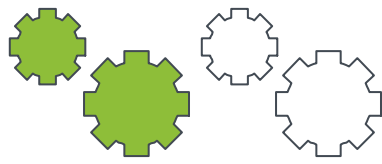
Or CALL US

(816) 617-4823

One-Day Workshop



Increase your **CONFIDENCE** and **CREDIBILITY** with **EASY** and **ENGAGING** tips and techniques!



Immediate Ways You'll Benefit...

- * Learn powerful ways to build trust with the customers you serve
- * Understand why expectation and experience can decrease or increase your bottom line
- * Discover the power in setting the stage
- * Utilize the power of active listening to understand what your customers are really saying
- * Learn how to defuse even the most upset customer
- * Discover what pushes *your* buttons and how to balance your reaction and response
- * Resolve conflicts and confrontations without letting them escalate
- * Present needed information with confidence, influence, and credibility
- * Learn powerful phrases that build trust and open the door to understand your customers' needs
- * Understand and identify the "10 + 1" that keeps them coming and calling back!

Your Trainers...



*Kathleen Randall, CSP
Corporate Trainer,
Executive Coach*



*Jack Randall, CIC,
PFMM, PCLA
Strategic Facilitator,
Executive Coach*



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