

MANAGING CUSTOMER SERVICE

Available Dates: **Request Dates**

Class Length: **1 day**

Cost: **Call for Pricing**

[Email Computer Visions about this class](#)

Class Outline:

Description:

The need to lead, model, and promote the organizational values within a customer service environment is essential for business success. This one-day workshop will provide you with opportunities to explore your responsibilities within your role as a leader (supervisor or manager) in a customer service environment.

Course Outline:

Identify ways to establish links between excellence in customer service and your business practices and policies.

Develop the skills and practices that are essential elements of a customer service-focused manager.

Recognize what employees are looking for to be truly engaged.

Recognize who the customers are and what they are looking for.

Develop strategies for creating engaged employees and satisfied customers in whatever business units you manage.

The six critical elements of customer service

Understanding leadership

Managing performance

Onboarding and orientation

Five practices of leadership