

HDTC Training Center

Provide

Technical proposal of the Training program

Advanced Communication Techniques for Customer Service



Overview

This course builds upon foundational customer service skills, focusing on advanced communication techniques essential for delivering exceptional customer experiences. Participants will learn to effectively utilize body language, active listening, and questioning skills, enhance communication to meet diverse customer expectations and foster a customer-focused mindset

Program Objectives:

At the end of this training program, participants will be able to:

- Utilize body language effectively to convey professionalism and build rapport.
- Employ active listening skills to understand customer needs and concerns deeply.
- Master powerful questioning techniques to gather information and uncover hidden needs.
- Adapt communication style to individual customer needs and preferences.
- Communicate clearly and concisely in various communication channels.
- Handle challenging customer interactions with empathy and assertiveness.
- Continuously strive to improve customer service delivery

Program Outlines:

Day 1: Mastering Advanced Communication Skills

- **Body Language and Non-Verbal Communication**
 - The impact of body language on communication.
 - Interpreting and utilizing non-verbal cues.
 - Projecting confidence and professionalism through body language.
- **Active Listening Mastery**
 - Techniques for active listening and empathetic communication.
 - Identifying and overcoming common listening barriers.
 - Practicing active listening through role-playing and simulations.
- **Powerful Questioning Techniques**
 - Open-ended and closed-ended questions.
 - Probing questions to uncover deeper needs and concerns.
 - Active listening and questioning techniques combined.
 - Applying questioning techniques in real-world scenarios.

Day 2: Enhancing Communication & Fostering a Customer-Focused Mindset

- **Communicating with Diverse Customers**
 - Adapting communication style to different personality types and communication preferences.
 - Communicating effectively across cultures and languages.

- Handling communication challenges with diverse customer groups.
- **Managing Difficult Conversations and Conflicts**
 - De-escalation techniques for handling complex customer interactions.
 - Assertive communication strategies.
 - Conflict resolution techniques.
 - Building and maintaining positive customer relationships.
- **Fostering a Customer-Focused Mindset**
 - Understanding the importance of customer-centricity.
 - Cultivating a customer-focused attitude and behavior.
 - Identifying opportunities for continuous improvement in customer service.
 - Putting customer-centric principles into action.

Training methods:

- Technology-Based Learning.
- Simulation in Training.
- On-the-job guidance.
- Trainer-Led Training.
- Work Teams and Roles.
- Films and Videos.
- Case Studies and Workshops.

Financial proposal of the Training program

Advanced Communication Techniques for Customer Service



Financial proposal:

■ Price

★ This fee covers attendance, educational materials, office supplies, and a certificate of attendance.

■ Venue: In House

■ Number of days / Training Date: 19-20 Feb 2025

■ Timing : From 9 to 2 AM

■ Trainer Name: