SP-CUS - Follow-up and customer service management

Soft skills - Sviluppo organizzativo e Coaching - Leadership e comunicazione

Durata:	Lingue:	Certificazione:
2 Giorni	**Italiano**	**-**

Descrizione del corso

Objectives: • Describing the best practices for a modern customer service, focusing on the follow-up calls • Developing the necessary competences and motivate participants to implement the procedures • Teaching how to manage a customer service Audience : Those who work in customer service structures and wish to analyze how to handle phone calls, connecting individual skills to the implementation of procedures

Programma

The professionalism of a customer service
- Handling the information
- Individual soft skills
- Hard skills with organizational impact
- Communication among business departments
- After-call work
- Reports

The call escalation
- Typologies of escalation:
- competence-related
- time-related
- urgency-related
- The extra-corporate escalation

- The two-way communication in a system of complex escalation

The recall
- The call ownership; codes, acronyms and internal recall
- Identification and communication
- The handover
- Sharing information
- Psychological aspects: inactivity, lack of motivation, lack of empathy

The closing
- Partial and full agreements
- The summary
- The survey
- Closing the cases
- Managing information about complaints
- Problem solving