

EFFECTIVE COMMUNICATION & LISTENING SKILLS TOWARDS PROVIDING EXCELLENT CUSTOMER SERVICE



OVERVIEW

Effective Communication will influence customers when making a decision. Our goal today is to help you understand the impact of different communication techniques, the effect they have on other people, and how improving the way you communicate can make a huge difference in the workplace and at home.

OBJECTIVES

- Understand what communication is
- Understand the different ways communication takes place
- Overcome communication blockages
- Make the most of non-verbal and paraverbal communication
- Listen actively and effectively
- How your attitude affects customers

COURSE OUTLINE

- Module 1 :Barriers to communication
- Module 2: ParaverbalCommunication Skills
- Module 3: Non-Verbal Communication
- Module 4: Listening Skills
- Module 5: Attitude is a Little Thing
- Module 6: Customer Needs

WHO SHOULD ATTEND?

- Customer Service Personal
- Administrative Staff
- Office Staff
- Secretary
- Sales Professionals



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