*"**Think** differently, **Act** confidently, **Be** the best version of yourself".*

T-A-B Think Act Be
Training Solutions

# Customer Care




1 /2 Day

Virtual or Face-to-Face

Contribution to CPD hours

Bespoke to organisation

## COURSE BENEFITS

- Improve Customer Service
- Increased Customer Loyalty
- Enhanced Communication Skills
- Reduced customer complaints

## Course Overview

- Understand the fundamentals of Customer Service
- Develop Effective Communication Skills
- Learn how to handle challenging situations
- Identify how to build positive Customer Relationships
- Develop techniques to express empathy and manage emotions

## What's Covered?

- Introduction to Customer Care
- Problem-solving and Conflict Resolution
- Effective Communication
- Building Customer Rapport
- Customer Service Etiquette and Professionalism




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*Engage, Motivate, Empower*

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