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Customer Service Training 101 The Big Book of Customer Service Training Games Customer Service Training 101 Customer Service Training Legendary Service: The Key is to Care Customer Service Management Training 101 The Big Book of Customer Service Training Games Stellar Customer Service: Training Library Staff to Exceed Expectations The Big Book of Customer Service Training Games Customer Service Training The Compassionate Geek 101 Ways to Improve Customer Service Customer Service Management in Africa Lessons from the Mouse Customer Service Skills Training Manual for the Hospitality Industry The Customer Service Training Tool Kit Uplifting Service Be Your Customer's Hero 50 Activities for Achieving Excellent Customer Service 10 Steps to Successful Customer Service Helpdesk Habits Strategic Customer Service Powerful Phrases for Effective Customer Service Amaze Every Customer Every Time Say This-Not That! Rockstar Service, Rockstar Profits Customer Service Tip of the Week Customer Service Games for Training WOW! Your Guests Customer Service Training for Front Line Personnel I'll Be Back Patients Plus 20 Training Workshops for Customer Service Building a Service Culture Achieving Excellence Through Customer Service 21st Century Business: Customer Service, Student Edition The Fred Factor Customer Service Skills for Success The Effortless Experience Brilliant Customer Service

Those who work on the front lines of customer service never know what new and unexpected challenges await them each day. But they do know one thing--they will be needed. But how can you prepare for the unexpected? How can customer service reps get the training and confidence required to tackle the unknown? In *Be Your Customer's Hero*, internationally recognized customer service expert Adam Toporek provides the answers to preparing for the surprises awaiting the CSR. Through short, simple, actionable advice, in quick, easy-to-read chapters, this invaluable guide shows customer-facing CSRs how to:

- Achieve the mindset required for Hero-Class™ service
- Understand the customer's expectations--and exceed them
- Develop powerful communication skills
- Avoid the seven triggers guaranteed to set customers off
- Handle difficult and even irrational customers with ease
- And more

Armed with the tools and techniques in this invaluable resource, readers will have all they need to transform themselves into the heroes their customers need. Help your employees to excel in dealing with the public with this stimulating, fun-filled collection of customer service training games. Designed not only to teach important skills but also to spark enthusiasm and a high level of involvement in the participants, these games utilize entertaining and instructive techniques such as role-playing, charades, brainstorming, and debate. As a result of these exercises, employees will learn how to create a rapport with the customer, how to focus on the unique needs of individual customers, how to maintain a positive attitude, and more. Note: There is a newer version of this book available. Please look up ISBN 978-0983660736. A real-world, plain-language how-to guide for delivering amazing customer service to end-users. Now in its second edition, *The Compassionate Geek* was written by tech people for tech people. There are no frills, just best practices and ideas that actually work! Filled with practical tips, best practices, and real-world techniques, *The Compassionate Geek* is a quick read with equally fast results. Here's what you'll find: Best practices for

communicating with email, including examples The four intrinsic qualities of great service providers Best practices for communicating using chat and texting Ten tips for being a good listener Two practical ways to keep your emotions in check A flow chart for handling user calls What to do when the user is wrong How to work with the different generations in the workplace All of the information is presented in a straightforward style that you can understand and use right away. There's nothing "foo-foo," just down-to-earth tips and best practices learned from years of working with IT pros and end-users. How do you build a business that thrives during good times and bad? Is there a strategy that can set up your company up for success, no matter what curveballs the world may throw your way? There is: Turn customers into repeat customers, and turn repeat customers into loyal customers. Renowned customer service and experience expert Shep Hyken maintains that delivering an amazing customer service experience that keeps customers coming back for more is everyone's job. Customer service is not a department. It's not just for people on the front lines. It's the responsibility of everyone in the organization, from the CEO or owner of a business to the most recently hired employee. It's the result of a customer-focused philosophy that must be baked into the culture. And it is what separates you from your competition. In I'll Be Back you will learn... How to design and create an experience that gets customers to return, again and again The one trackable trend that leaders must monitor every morning The difference between repeat customers and loyal customers How to build the I'll Be Back culture How delivering an amazing customer experience is within the reach of every organization The two simple words that are the secret to every customer service program Why most "loyalty programs" fail to create customer loyalty How to personalize the customer experience Why setting up or expanding self-service and digital customer service choices are a must, not an option Ten loyalty killers that can terminate your relationship with your

customers And much more! This book includes the must-have tools, tactics and strategies you need to get your customers to say, "I'll be back!" Becoming a great customer service manager requires a mastery of skills beyond those needed by frontline employees. Filled with the same accessible, step-by-step guidance as Customer Service Training 101, this user-friendly book shows readers how to develop the skills they need to communicate, lead, train, motivate, and manage those employees responsible for customer satisfaction. Designed for new managers and veterans alike, Customer Service Management Training 101 covers essential topics, including: Planning and goal setting * Time management * Team development * Conflict resolution * Providing feedback * Monitoring performance * Conducting meetings * Managing challenges * Listening * Verbal, nonverbal, and written communication. Readers will learn to identify their personal management style, develop core leadership qualities, and efficiently focus on their own development as managers. Packed with checklists, "real world" practice lessons, and examples of the right and wrong ways to do things, this is the one book every customer service manager needs to thrive. 101 Ways to Improve Customer Service provides a variety of training and development interventions that can be put to use right now with frontline service employees. Your customer service representatives directly influence the perception that customers have of your products and services and ultimately your company. It is vital that your employees develop service strategies to create a positive image, communicate effectively, and build customer rapport to support the underlying values and beliefs of your organization. Kaufman takes you on a journey into the new world of service. Learn how the world's leading companies have changed the game, and how you can successfully follow this path to an uplifting service transformation. Help your employees to excel in dealing with the public with this stimulating, fun-filled collection of customer service training games. Designed not only to teach important skills but also

to spark enthusiasm and a high level of involvement in the participants, these games utilize entertaining and instructive techniques such as role-playing, charades, brainstorming, and debate. As a result of these exercises, employees will learn how to create a rapport with the customer, how to focus on the unique needs of individual customers, how to maintain a positive attitude, and more. A practical, hands-on road map to help the reader quickly develop training in customer service. It offers all the exercises, handouts, assessments, structured experiences and ready-to-use presentations needed to develop effective training sessions. Be ready to respond to customer service moments of truth by ensuring that customer service staff have the core skills they need. These 20 ready-to-use training workshops include detailed trainers notes, slides, and handouts. All materials are fully reproducible.

Customer Service Skills for Success by Robert W. Lucas is the top-selling customer service textbook in the United States. Customer Service Skills for Success 6e addresses real-world customer service issues and provides a variety of updated resources, activities, examples and tips from the author and active professionals in the industry to gain and hold readers' interest while providing insights into the concepts and skills related to customer service. The text begins with a macro view of what customer service involves today and provides projections for the future then focuses on specific skills and related topics. The sixth edition of Customer Service Skills for Success contains 10 chapters divided into three parts, plus the Appendix, Glossary, and Bibliography. These parts focus on different aspects of customer service: (1) The Profession, (2) Skills for Success, and (3) Building and Maintaining Relationships. Along with valuable ideas, guidance, and perspectives, readers will also encounter interviews of real-world service providers, case study scenarios and activities to help you apply concepts learned to real-world situations in order to challenge your thinking on the issues presented. From librarians to volunteer workers, staff to student

workers, all library personnel need to deliver great customer service. This book presents innovative instructional methods that will inspire you to take a fresh approach to customer service training. • Provides model staff training programs that have been proven successful in real-world applications • Addresses how to improve the delivery of customer service at all levels of personnel—librarians, general staff, student workers, and volunteers • Includes guidelines on re-training and evaluation of customer service training needs

Mark Copeman is a serial entrepreneur and was co-founder of Customer Thermometer, the customer satisfaction tool. He has spent two decades developing customer relationships, building a helpdesk and working with 100's of customer service organisations across the world. During this time, he has discovered the single most important ingredient to delivering exceptional customer service - habit creation and embedding. Mark's formula for success will not only transform how you work, but will also make you a happier and more successful customer service professional. Through his unique framework, he shows you how to create and embed 50 new habits, transforming how you deliver customer service, whether by phone, email or chat. Learn the importance of harnessing habits

Develop the right attitude towards your role
Understand the importance of human customer service
Learn how to communicate effectively
See how tiny adjustments in phrasing can win the day
Become skilled in empathy and rapport
Be assured it's OK to have a personality
Read and implement with your team today and turn your helpdesk into a feature, not an overhead.

RockStar Service, Rockstar Profits reveals a new, fast, easy way to increase revenues, grow a business, and create loyal customers for life. Imagine for a moment that your favorite artist, musician, group or rock star came into your office or called you today requesting your product or service. What would you say to them? What would you do to serve them? Now ask yourself: When was the last time I treated a customer or a client like a rock star? What would it do for your business if you treat every customer and client like a rock star?

Rockstar Service, Rockstar Profits shows business owners, executives, customer service reps, and others a more effective way for their team to deliver world-class, rockstar customer service to their customers. Inside, business coach David Brownlee teaches how to build rapport in 60 seconds or less, create customized customer service strategies to implement immediately, and how to look at customers in a new light. Rockstar Service, Rockstar Profits reveals how to increase revenues, grow a business, and create raving fans—clients that will never leave. The 21ST CENTURY BUSINESS SERIES is an innovative instructional program providing instructors with the greatest flexibility to deliver business content using a modular format. Instructors can create their own business courses by combining several Learner Guides in the Series to form one-semester or two-semester courses. The individual Learner Guides can also be used as enhancements to more traditional business courses or to tailor new courses to meet emerging needs. The design and content of each Learner Guide in the 21ST CENTURY BUSINESS SERIES is engaging yet easy for students to use. The content focuses on providing opportunities for applying 21st skills while enabling innovative learning methods that integrate the use of supportive technology and creative problem solving approaches in today's business world. The CUSTOMER SERVICE LEARNER GUIDE includes information on customer service skills needed to succeed such as problem solving, time management, listening, and stress management. Also incorporated into the Learner Guide is the importance of being able to communicate using new technology and how it affects the role of customer service. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version. Take Care of Your Customers--or Someone Else Will! Legendary Service Great customer service is a concept organizations love to be known for. Yet most people consider the service they receive to be average, at best. Successful

companies make the connection between legendary customer service and a thriving business--they recognize that the way employees treat customers is directly related to the way managers treat employees. Kelsey Young is an optimistic but disillusioned sales associate working her way through college. Her world opens up when one of her professors challenges her to create a culture of service at her workplace by putting the five components of Legendary Service into practice. Although Ferguson's, the store where Kelsey works, certainly isn't known for service excellence, Kelsey believes she can make a positive difference. She quickly learns that culture change isn't easy--and that her role as a frontline employee is more significant than she ever could have imagined. In characteristic Blanchard style, *Legendary Service: The Key Is to Care* is a quick and entertaining read for people at all organizational levels in every industry. When applied, its lessons will have a profound impact on the service experience your customers will receive. Whether a CEO or a part-time employee, every person can make a difference--and customer service is everyone's job. **PRAISE FOR LEGENDARY SERVICE:** "Read this book and establish a service culture in your organization." -- Horst Schulze, Chairman/CEO, Capella Hotel Group "Legendary Service has great learnings for people at all organizational levels: for executives and managers, the value of a service culture; and for frontline staff, the reality that they are the face of the company and can make a difference. Legendary service--it's everyone, always." -- Mark King, CEO and President, TaylorMade Golf "Everything I know about service I learned from my career at Hilton Hotels, Marriott International, The Walt Disney Company, and Ken Blanchard. The One Minute Manager dramatically changed my thinking 32 years ago. Legendary Service will teach the next generation how to deliver sensational service. Buy it, study it, implement it." -- Lee Cockerell, Executive Vice President, Walt Disney World (Retired & Inspired), and author of *Creating Magic* and *The Customer Rules*

"Kathy Cuff and Vicki Halsey have created a fantastic customer service model called ICARE. When you add their voices to that of the master storyteller Ken Blanchard, you have a masterpiece entitled *Legendary Service*. It is a must-read for everyone who, like me, has a passion for service." -- Colleen Barrett, President Emeritus, Southwest Airlines, and coauthor of *Lead with LUV* "Ken Blanchard has done it again and delivered the right book at the right time. *Legendary Service* provides the essentials of hospitality and servant leadership in a way that everyone can adopt--right now--today!" -- John Caparella, President and COO, The Venetian, The Palazzo, and Sands Expo "Ken, Kathy, and Vicki show us how to change everyday service events into memorable experiences. Their book is a must-read for anyone unwilling to accept mediocrity." -- Leonardo Inghilleri, coauthor of *Exceptional Service, Exceptional Profit Customer Service Management in Africa: A Strategic and Operational Perspective* (978-0-367-14337-4, K410515) "Customer Service is Changing!" The message of 34 authors featured in *Customer Service Management in Africa: A Strategic and Operational Perspective* is clear: Today's consumers are no longer 'passive audiences' but 'active players' that engage with businesses at each stage of product or service design and delivery systems. Consumer demands and expectations are also increasingly being dictated by changing personal preferences, enhanced access to information and expanding digital reality. The customer service principles – strategic and operational – advocated by these authors are universal, but particularly compelling as they apply to Africa's unique and dynamic operating environment. In recognition of the importance of excellent customer service, this comprehensive and well-timed book provides an essential guide on the increasing role of the customer to business success. This book discusses the management and delivery of customer service under seven broad themes: Customer Service as Shared Value, Customer Service Strategy, Customer Service Systems, Customer Service Style,

Customer Service Culture, Customer Service Skills and Customer Experience – Advancing Customer Service in Africa. Central questions posed and addressed include: What is the new definition of customer service management? How should organisations position themselves to create value for customers and stakeholders? How should employees project themselves to align with customer service promises made by their organisations? Overall, this book provides strategic and operational insights into effective customer service management in Africa. The customer service management concepts, roles and practices outlined, particularly as they apply to the African context, make it an important addition to scholars’ or practitioners’ reference works. Increase the creativity and skill level of customer service representatives, demonstrate what excellent customer service is, provide insights and practice to improve customer service, develop your own organization's bank of customer service learning situations. This invaluable resource is the training manual you need to give your employees the thorough training, review, and--if necessary--overhaul they need in the vitally important area of customer service. If their interactions with you and your employees were the only things your customers knew about your business, what would they say about it? Would they use descriptions such as “uninformed,” “rude,” “hot-tempered,” “uncaring”? For your customer, nothing else represents your business more than your employees; therefore, nothing is more important than arming them with the knowledge and skills they need to find the best solution for every customer. Using scenarios, guidelines, and practice exercises, Customer Service Training 101 will train them in: Creating positive first impressions Speaking and writing effectively Listening attentively Identifying needs Making customers feel valued Confidently handling customer complaints Your business plan is sound. Your product is needed. Your growth strategies are ground-breaking, but poor customer service can bring it all to a crashing halt. Equip you and your employees with the

necessary skills before it's too late. The training manual is written for those who work in airlines, cruise lines, hotels, motels, resorts, clubs, bars and restaurants. Hospitality and tourism workers help people enjoy vacations and entertainment activities. Commitment, communication and computer skills and enthusiasm are skills employees need to make customers happy and satisfied. The hospitality skills include role play activities, assessments, telephone etiquette, customer service exercises, checklists and group activities. Trained employees can increase revenue and customer satisfaction. <https://www.icigroupintl.org> You must deliver an amazing customer experience. Why? It is the competitive edge of new-era business—in any market and any economy. Renowned customer experience expert Shep Hyken explains how consistently amazing customers through stellar service can elevate your company from good to great. All transformations require a role model, and Shep has found the perfect role model to inspire your team: Ace Hardware. Ace was named as one of the top ten customer service brands in America by Businessweek and ranked highest in its industry for customer satisfaction. Through revealing stories from Ace's over-the-top work with customers, Shep explores the five tactical areas of customer amazement: leadership, culture, one-on-one, competitive edge, and community. Delivering amazing service requires everyone in your organization to step up and be a leader. It doesn't take a title. It takes the right set of tools and principles. To help you empower employees at all levels, Shep brings the content to a deeply practical level. His 52 Amazement Tools—like “Ask the extra question” and “Focus on the customer, not the money”—are simple, clear, useful for almost anybody, and supported with compelling research and stories. Between these covers, you will find the tools and tactics you need to transform your company into a seriously customer-focused operation that will amaze every customer every time. Reinforce your customer service skills! The best customer service professionals know it takes consistent focus to serve customers at the highest

level. Whether you want to deliver world-class customer service or just get back to the basics, Customer Service Tip of the Week is your resource for proven tips, ideas, and techniques. Thousands of customer service professionals from all around the world read the weekly Customer Service Tip of the Week email. Now you can get more than 52 of the most popular tips all in one book. Use these tips to build rapport, exceed customer expectations, and solve tough problems. Select tips by category, by specific challenge, or just go in order. Each tip includes a short explanation plus practical suggestions. Focus on one tip per week to sharpen your skills over time. Customer service leaders will find additional resources for sharing the tips with your team! Everyone knows that the best way to create customer loyalty is with service so good, so over the top, that it surprises and delights. But what if everyone is wrong? In their acclaimed bestseller *The Challenger Sale*, Matthew Dixon and his colleagues at CEB busted many longstanding myths about sales. Now they've turned their research and analysis to a new vital business subject—customer loyalty—with a new book that turns the conventional wisdom on its head. The idea that companies must delight customers by exceeding service expectations is so entrenched that managers rarely even question it. They devote untold time, energy, and resources to trying to dazzle people and inspire their undying loyalty. Yet CEB's careful research over five years and tens of thousands of respondents proves that the “dazzle factor” is wildly overrated—it simply doesn't predict repeat sales, share of wallet, or positive word-of-mouth. The reality: Loyalty is driven by how well a company delivers on its basic promises and solves day-to-day problems, not on how spectacular its service experience might be. Most customers don't want to be “wowed”; they want an effortless experience. And they are far more likely to punish you for bad service than to reward you for good service. If you put on your customer hat rather than your manager or marketer hat, this makes a lot of sense. What do you really want from your

cable company, a free month of HBO when it screws up or a fast, painless restoration of your connection? What about your bank—do you want free cookies and a cheerful smile, even a personal relationship with your teller? Or just a quick in-and-out transaction and an easy way to get a refund when it accidentally overcharges on fees? The *Effortless Experience* takes readers on a fascinating journey deep inside the customer experience to reveal what really makes customers loyal—and disloyal. The authors lay out the four key pillars of a low-effort customer experience, along the way delivering robust data, shocking insights and profiles of companies that are already using the principles revealed by CEB’s research, with great results. And they include many tools and templates you can start applying right away to improve service, reduce costs, decrease customer churn, and ultimately generate the elusive loyalty that the “dazzle factor” fails to deliver. The rewards are there for the taking, and the pathway to achieving them is now clearly marked.

Dealing with customers isn't easy, they aren't always right or even pleasant. Business author Renée Evenson ensures you'll always have the right words to defuse tense interactions. Practical and insightful, this book ensures you'll never again be at a loss for what to say to customers. In *Powerful Phrases for Effective Customer Service*, she covers 30 challenging customer behaviors and 20 common employee-caused negative encounters to teach you: how to assess circumstances, choose one of many appropriate responses, and confidently and consistently deliver customer satisfaction. Helpful sample scenarios and tangible instructions bring the phrases to life, while detailed explanations bolster your confidence so that you'll have the right words as tools at your disposal and the skills to deliver those words effectively. By incorporating language that communicates welcome, courtesy, rapport, enthusiasm, assurance, regret, empathy, and appreciation, you'll not only be capable of overcoming obstacles--you'll strengthen all facets of your customer service. WOW! *Your Guests* teaches ministry leaders how to serve

in excellence and provide great customer service. Promotes the theory that superior customer service leads to a superior business organisation The success of any organization depends on high-quality customer service. But for companies that strategically align customer service with their overall corporate strategy, it can transcend typical good business to become a profitable word-of-mouth machine that will transform the bottom line. Drawing on over thirty years of research for companies such as 3M, American Express, Chik-Fil-A, USAA, Coca-Cola, FedEx, GE, Cisco Systems, Neiman Marcus, and Toyota, author Goodman uses formal research, case studies, and patented practices to show readers how they can:

- calculate the financial impact of good and bad customer service
- make the financial case for customer service improvements
- systematically identify the causes of problems
- align customer service with their brand
- harness customer service strategy into their organization's culture and behavior

Filled with proven strategies and eye-opening case studies, this book challenges many aspects of conventional wisdom—using hard data—and reveals how any organization can earn more loyalty, win more customers...and improve their financial bottom line. Train your staff to provide great customer service in every situation! Now, with the help of these fun, motivational training activities, you can design and deliver a state-of-the-art customer service training program in a fraction of the time it would take to develop a program from scratch. This comprehensive tool kit contains 60 ready-to-use activities that can be used "as is" in short sessions of less than an hour or combined to create longer programs that you can tailor to the specific needs of your frontline employees. All of the activities--which range from provocative role-playing exercises to intriguing "What Would You Do In This Situation?" questionnaires--have been tested and proven highly effective in developing positive attitudes and customer-friendly behavior in service employees. What's more, participants in these sessions tend to enjoy them and look forward to them as they

learn to: revitalize their energy on "bad days"; listen to customers with an open mind; bring empathy to all customer encounters; overcome barriers that inhibit problem solving; use words that inspire trust and confidence; pacify unhappy customers; end a conversation gracefully; find "win-win" solutions to all kinds of problems; and much, much more! Filled with reproducible participant handouts, worksheets, questionnaires, and overhead masters, this one-of-kind tool kit will help you put together a superb customer service training program with a minimum of effort. This text introduces a customer service programme that has been applied, refined and customized in many top businesses. It explains in practical terms how you can build a service culture into your business. Seize the chance to be extraordinary. Who has made the biggest difference in your life? Whose words and actions have uplifted and motivated you to excel? Chances are it was someone like Fred the Postman -- so outstanding in his service that Mark Sanborn realized this mail carrier could be an example for any person wanting to be extraordinary. The "Fred Factor" is summarized by four principles that will release fresh energy, enthusiasm, and creativity in your career and life: • Make a Difference • Build Relationships • Create Value • Reinvent Yourself You, too, can apply The Fred Factor to enrich the lives of customers, co-workers, friends, and family members, as well as reach new levels of personal success yourself. Sanborn also shows how to discover and develop other Freds. Why not become a "Fred" yourself? You will turn the ordinary moments of life into extraordinary opportunities to make a difference in the world. Keep them coming back for more Brilliant Customer Service is your guide to help you deliver exceptional customer service and keep your customers coming back time and time and again. It's for anyone involved in any organisation – whether you run your own business, manage people or you are a customer facing employee. It doesn't matter what your budget is, you'll find lots of simple changes you

can implement right now to build a highly successful customer service strategy. **BRILLIANT OUTCOMES** · Identify your customers real needs and how best to meet them · Build trust and long term loyalty with your customers to stay ahead of the competition · Make sure you are remembered and recommended

This title was first published in 2011. After World War II, a systems approach to solving complex problems and managing complex systems came into vogue among engineers, scientists, and managers, fostered in part by the diffusion of digital computing power. Enthusiasm for the approach peaked during the Johnson administration, when it was applied to everything from military command and control systems to poverty in American cities. Although its failure in the social sphere, coupled with increasing skepticism about the role of technology and "experts" in American society, led to a retrenchment, systems methods are still part of modern managerial practice. Here are over two dozen ready-to-use innovative activities that help trainers and managers teach the basics of providing great customer service. Each fun, engaging training game takes just 15-30 minutes to implement. With step-by-step instructions for facilitators and reproducible participant handouts, these activities provide concrete techniques for: maintaining a positive service attitude; speaking and communicating clearly; honing superior telephone skills; learning the best approaches to dealing with difficult customers; and other essentials to successfully provide great front line customer service. Your service team may represent the first, last, or only interaction point between your customers and your company. Your front-line service professionals make or break countless opportunities, leads, sales, and relationships every day. Completely revised and updated to meet the challenges of a new service landscape, the second edition of *Customer Service Training 101* presents proven techniques for creating unforgettable customer experiences. The book covers every aspect of face-to-face, phone, Internet, and self-service customer relations, and provides

simple yet powerful tips for: * Projecting a positive attitude and making a great first impression * Communicating effectively, both verbally and nonverbally * Developing trust, establishing rapport, and making customers feel valued * Confidently handling difficult customers and situations

New features include "How Do I Measure Up?" self-assessments, and "Doing It Right" examples from the author's extensive customer service experience. Every step-by-step lesson in this comprehensive and inspiring training manual is augmented with instructive sidebars, a summary of key points, practice exercises, and so much more. Effective customer service training covers more than niceties. Organizational profitability is threatened when staff are unable to manage customer needs. Yet it takes more than soft skills training to turn these situations around. A great customer service training covers essential behaviors, service strategies, and service systems that together ensure an exceptional customer experience. Training authority Kimberly Devlin presents two-day, one-day, and half-day workshops that support trainees in any industry and environment, not just the call center. Each workshop introduces techniques for managing challenging customers and situations and also offers opportunities to apply new skills to service interactions. Free tools and customization options

The free, ready-to-use workshop materials (PDF) that accompany this book include downloadable presentation materials, agendas, handouts, assessments, and tools. All workshop program materials, including MS Office PowerPoint presentations and MS Word handouts, may be customized for an additional licensing fee. Browse the licensing options in the Custom Material License pricing menu.

About the series The ATD Workshop Series is written for trainers by trainers, because no one knows workshops as well as the practitioners who have done it all. Each publication weaves in today's technology and accessibility considerations and provides a wealth of new content that can be used to create a training experience like no other. The series also includes Communication

Skills Training, Leadership Training, Coaching Training, and New Supervisor Training. This new title offers fresh insight for people considering or managing their careers in service organizations. Its focus is on customer service from a values and mission viewpoint and is designed for front-line customer service professionals and will help them implement key practices for engaging customer loyalty, improving results, and developing trust. Outlines ten practical principles for increasing the effectiveness of any business organization, based on the author's years at Disney World. Frontline Personnel are the people who interact with our customers each and every day. They are our first line of contact and very often how they interact will be the difference between satisfying a customer or having them walk out the door. Training Front Line Personnel in Customer Service Techniques is critical to the continued success of any business. Making sure every person has the skills they need to provide the very best customer experience is important to your company's future. The problem has always been getting these people the training they need without losing time from work or paying for expensive seminars. Because of this, The Customer Service Training Institute developed "Customer Service Training for Front line Personnel." This book provides all the information Front Line people need to provide the very best in Customer Service. From basic techniques to conflict resolution, we cover it all from the viewpoint of the frontline worker. The book requires no previous experience or specialized knowledge and can be read and understood by anyone. Make this part of your customer service program to ensure the very best experience for every customer. This is THE ORIGINAL Say This--Not That Book! Description: Have you ever had one of those "I wish I hadn't just said that!" moments? In "Say This, Not That," expert communication trainer Dan O'Connor gives you the words and phrases you can use to effortlessly hit your communication target every time. With "Say This, Not That," you can skip right to the punch and learn the danger

phrases to avoid--the ones that are sabotaging your message, and the power phrases to use--the ones that will enable you to deliver your message with clarity and effectiveness--the ones that will move you to a new communication level and put you in the category of savvy communicator. No more skimming through pages to find what you're looking for--every page has useful tools you'll be able to apply immediately, and examples of each phrase in use. Furthermore, this program comes complete with quick-reference reminder cards you can have at-the-ready, so you can really make these techniques your own--not just for one enthusiastic moment, but forever! What will you find in *Say This Not That?*

- 1- The words! Most chapters deal with one specific danger phrase to be eliminated from your verbal repertoire and one specific power phrase to replace it. However, since not all phrases we'll be covering have exact opposites, you'll also find chapters that deal solely with danger phrases to be purged from usage, and other chapters that deal solely with power phrases that should be added to your every day communication arsenal, to infuse your speech with punch and power.
- 2- The theory--A great deal of research has gone into determining the effect of words on the listener. You'll learn the reasons--the "why" of every lesson.
- 3- Examples--You'll find examples of situations in which the phrases should or should not be used, as well as variations of the words under discussion.
- 4- Quick reference cards--The number of the quick-reference card that accompanies each lesson. In the back of this book you'll find the quick-reference card. If you're using an e-reader, you can simply turn to that page and keep it open to your phrase for the day, and if you'd like to print out these cards, simply go to our website www.powerdiversity.com and click on the customer resources section. It's as easy as that to achieve new levels of communication success! "Thank you, Dan, for giving me the words! I didn't know it could be so easy to improve my communication skills. I carry your book with me wherever I go, and use the power phrases both at

work and at home. Because of your training, I have a better relationship with my boss, my husband, and even my teenagers! I just can't thank you enough." -Marsha Thompson, Washington DC, USA

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