

# Customer Service Strategies



Customer service representatives are the front line of today's workforce. This workshop helps your employees use active listening techniques to understand their customers to reach mutually agreeable outcomes.

## Workshop Info

Pricing*	\$9,000
Max Participants	25
Length & Delivery	1-day In-Person or Virtual

Pricing includes customization, all workshop material, and follow-up coaching for 1-year.

*\*Talk with an IFI consultant for additional pricing, content and delivery options.*

## Participant Outcomes

- Understand what **motivates customers**
- De-escalate customer complaints by **appropriately responding to cues**
- Implement **win-win outcomes** and help customers recognize how they will benefit
- Confidently uncover and **resolve new customer issues** as they arise
- **Create brand advocates** through better customer intimacy

## Material Covered

- Understanding Customer Motivation
- Active Listening Techniques
- Compelling Communication
- The Power Principle

## Organizational Outcomes

- Improved customer retention
- Higher employee engagement and decreased employee turnover
- Resolve customer issues more efficiently



## Just a Little Bit Better

Habits & skills form when we consistently and regularly apply principles, becoming just a little bit better one "drop" at a time.

Our training process transfers skill through:

- **Pre-workshop customization**
- **Engaging, tool-based workshops**
  - Fun, 70% exercise-based workshops
- **Regular post-workshop follow-up**
  - Follow-up for one year following training

Find out more at <https://ifitraining.com/css>