ADDITIONAL SOFT SKILLS DEVELOPMENT

COMPLAINT HANDLING (1 Day)

In an increasingly competitive world, the importance of customer service is something that cannot be stated enough and an inbound call may be the first touch point a customer has with your business.

Unfortunately, customer 'perception' and 'reality' can be two very different things. Perceptions can create difficult customers and emotionally charged calls, the call handlers response and reaction can make a big difference to call outcomes.

A greater understanding of complainer types and why customers complain can help with response approach and build both competence and confidence when call handling.

This one-day workshop can be tailored to meet the requirements of all departments that take inbound customer calls and explores why customers complain, types of complainers, the psychology of communication and how to analyse situations faced.

The session includes formal input, individual and group activities, discussion and role-play activities to embed the learning.

Introduction and Objectives

- Workshop Overview
- Back to work action plans
- Workshop objectives
- Personal objectives

Complaints

- Personal experiences
- Why people complain
- Complaint reasons
- Emotions
- Types of complainers
- Is it all bad news?
- What can we learn from each call?

Communication Approach

- Communication skills
- Listening
- Language used
- Transactional analysis
- Ego state model

Analysing Call Situations

- Stimulus and response
- Crossed transactions
- Uncrossing a transaction
- Staying in adult mode

Developing Customer Loyalty

- From complaint to compliment
- Managing expectation
- Developing a consistent approach

Role-Play

- Scenario construction in groups
- Customer, Call handler, Observer
- Key learning points captured
- Group discussion and priorities

Summary of Workshop

- Completion of back to work Action Plans
- Workshop evaluation

PRESENTING WITH IMPACT (2 DAYS)

Whether customer facing, online, motivating the team or presenting at senior meetings, presentation style and approach can be the difference between success and failure.

Not everyone is a born presenter, but everyone can learn a simple framework to be able to present effectively and get results.

For some the physical act of standing in front of an audience, whether that's 5 or 500 can be the most difficult part of presenting, for others preparing what to say and how to say it can be the challenge.

Everybody has the ability to present with some more experienced than others, the primary goal of this workshop is to provide a 'framework' that will allow participants to present without notes.

Simple tools and techniques presented, speed up the planning process, provide structure and enhance confidence in presentation delivery.

Participants arrive at the workshop with a presentation they have previously delivered or have to deliver in the future. Competence is developed by deconstructing then reconstructing their presentations and confidence is developed by presenting it to the rest of the group on day two.

Workshop numbers are capped at 6 participants due to the amount of participant activity and practice that occurs during the workshop.

Introduction and Objectives

- Workshop Overview
- Back to work action plans
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- Personal objectives

Presentation review

- What is a presentation?
- What makes an effective presenter?
- Face to face or Online?

Planning and preparation

- Objectives of the presentation
- Know your audience
- Preparing your draft presentation in minutes

Communicating your message

- Partnership language
- Rhetorical questions
- Dealing with the audience
- Speaking without notes
- Body language awareness
- Presenting methods

Tools and techniques

- Use of visual aids
- Slide design and layout
- Overcoming fear
- Controlling nerves
- Maintaining a positive attitude
- Presenting online

Presentation delivery

- Participant's presentations
- Group feedback

Summary of Workshop

- Completion of back to work Action Plans
- Workshop evaluation

TRAIN THE TRAINER (2 – 5 DAYS)

Finding a training partner to deliver specific sector experience technical/workplace topics can be a challenge, time consuming and expensive. Companies are now looking to grow their own talent, developing the skills required to lead workshop sessions and develop the skills of others.

The benefits are two-fold:

- Readily available employees in-house that match the precise requirements required
- Employee development path - a chance for employees to be recognised and learn specific skills

This two - five-day workshop develops both confidence and competence in training delivery and facilitation and is aimed at anyone in the organisation that would like to develop the skills and competencies of others.

Participants arrive at the workshop with a short session they would like to write or an existing session they would like to analyse in order to develop the content further. They gain an understanding of learning styles, methods of delivery and techniques that get the most challenging participants talking! At the end of the workshop there is an opportunity to practice and deliver part of their session to the workshop participants.

The workshop could also be developed as an opportunity for in-house training teams to get together, reflect, review and further develop their skills

Workshop numbers may be capped due to the amount of participant activity and practice that occurs during the workshop.

Introduction and Objectives

- Workshop Overview
- Workshop objectives
- Personal objectives

All about Learning

- What is learning?
- Methods of training
- Your role as a trainer
- Our incredible brains
- Learning styles
- Principles of learning

Training Preparation

- The decision-making cycle
- Identifying stakeholders
- Identify audience
- Planning meetings
- Establishing needs and objectives
- The role of questions
- Basic analysis – Case study
- Preparing content quickly!
- Learning objectives & Workshop outlines
- Before delivery starts…
- Creating a positive first impression
- The Trainers Toolkit

Verbal/Non-Verbal Communication

- Core principles and the Five C's
- Reading body language
- It's all in the eyes?
- Matching and mirroring

Handling the Audience

- Spot your participant!
- Dealing with conflict
- Attacks on the facilitator
- Standing up to questioning

Workshop Facilitation

- Facilitation v Presenting
- Supporting and challenging behaviours
- Giving feedback
- Facilitation skills application exercise

Evaluation & Assessment

- Capturing success
- Evaluation model
- Evaluation forms

Summary of Workshop

- Completion of back to work Action Plans
- Workshop evaluations