

FRONTLINE SKILLS

Unit Standard	Across Units standards from Customer Service, Telephone Etiquette, Conflict Resolution, Anger Management and Personal effectiveness
	114226 / 244572 / 244571 / 114974 / 14348 / 110021/12992
NQF	Level 3-5
Credits	5 - 20
Duration	1 Day
Organisational Development Area	All Frontline staff who engage with internal or external customers

SYNOPSIS

"Your bottom line starts with your frontline."
John Villere

Switchboard, reception and front line employees handle the brunt of the company's first impressions with their clients, and everybody knows that a poor first impression leaves the client doubting the credibility of the company as a whole, and possibly deciding to take their business elsewhere. This course is designed to assist and equip the frontline employee with the necessary skills to excite and delight customers and impress management beyond their expectations.

COURSE OUTLINE

- Where Customer Service Excellence Starts?
 - Define customer Service according to the latest service models;
 - Value Customer Centricity;
 - Follow proven service processes:
 - Face to face communication;
 - Email communication.
 - Supreme service skills:
 - Attitude;
 - Rapport;
 - Listening;
 - Questioning.

- Telephone skills (Telephone Etiquette?):
 - Listen with skill;
 - Use of the voice correctly when speaking;
 - Dealing with customers telephonically;
 - Answering, transferring, placing callers on hold.

- Handling difficult people, anger, and conflict situations:
 - Interpersonal Communication;
 - Giving and receiving feedback;

- Activators, behaviors, and consequences;
- How to affectively handle a conflicting situation;
- Managing our own anger;
- How to keep calm when faced with outbursts.

- Action plan for tomorrow:
 - Awareness;
 - Thoughts;
 - Attitude and self image;
 - Constructive visualisation;
 - Powerful goal setting;
 - Motivation.

COURSE OUTCOMES

Upon successful completion of this course, learners will be able to demonstrate their ability to:

- Describe your customer in a comprehensive manner in order to respond to your customer's unique needs and style, (including but not limited to customer culture, personality type, situational needs.)
- Follow proven service processes for Face-to-face, telephonic and e-mail opportunities and adapt these to different customer types;
- Make a good first impression;
- Listen with skill;
- Appear professional and confident when speaking;
- Use the voice correctly when speaking;
- Deal with problems over the telephone, irate callers;
- Overcome nerves when under pressure;
- Use a variety of techniques to deal with life situations that could result in outbursts of anger;
- Follow a comprehensive yet effective conflict resolution process in order to create personal and professional growth and to foster productivity;
- Internalise critical skills and use attributes styles and tips that enable conflict resolution.
- Demonstrate a knowledge of attitudes and self-image;
- Understand the concept of constructive visualisation;
- Demonstrate an understanding of self-esteem;
- Understand and apply powerful goal setting methods;
- Develop a plan of action.