

FLEXIBLE WORKFORCE DEVELOPMENT FUND – COURSE TEMPLATE

Full Programme Title

Skills For Customer Care

100 Word Overview

This 2 day course is designed to enhance the customer care skills within your organisation. Training is designed to develop the skillset of your employees during their interaction with customers, suppliers and colleagues. Other key areas of development include soft skills and complaint handling techniques.

This course has a customised option to meet the needs of your organisation. Examples of this content could incorporate call handling techniques, sales & upselling skills or team building.

Objectives of the Programme

(NB these objectives will be used to measure learner's existing knowledge in this area prior to commencement of training and upon completion of training as evidence of distance travelled)

Upon successful completion of this course, learners will develop their understanding of –

- The importance of customer care within an organisation.
- The importance of your relationship with internal and external customers.
- How to effectively respond to receiving customer complaints.

Awarding Body

College Certificated

SCQF Level

N/A

Benefits to Employers

Skills for Customer Care will equip staff with a new skillset in their dealings with customers across the organisation. The development of such skills could lead to the following –

- Improved relationships with customers and suppliers.
- Develop stronger relationships and co-operation within the organisation.
- Reduce complaints and associated costs in resolving such issues.
- Identify areas of process improvement.

Benefits to Employees

By completing this course, individual employees will benefit from the following –

- Upskill or develop their customer service skills.
- Improve their understanding and appreciation of business operations.
- Develop their confidence in dealing with customers and suppliers.
- Support aspects of their professional development within a continuous improvement plan.

Duration

2 days

Maximum Learner Numbers

20 for face to face delivery

Employer Premises Delivery

Yes