

# fecund training

## and personal development

### CUSTOMER SERVICE EXCELLENCE

We provide **powerful business communication behaviours** to let you exceed expectations in every customer interaction by forming instant rapport, embodying exceptional service and mastering the art of making people feel special.

#### WHO IS IT FOR?

This course is for any team or individual who wants to transform the quality of their customer service, making every client feel valued and important, listened to and understood. Ideal for anyone who aspires to deliver the sort of memorable, exceptional customer service experience that reflects a consistently positive company image and generates repeat business.

*"Every aspect is relevant to my role with colleagues and customers... I will be much more confident and focussed to overcome difficult situations... thank you very much!" Customer Service Team member, Xchanging*

#### WHAT DO I GET OUT OF IT?

fecund's unique, experiential training system combines simple, practical skills that transform behaviour with proven systems to optimise performance for lasting and consistent impact.

All courses are **tailored to tackle your specific needs**. Outcomes include;

- **REPRESENT YOUR ORGANISATION WITH CHARISMA** and meet & exceed customer's service expectations in every client interaction
- **EXUDE POSITIVE ENERGY** even on a bad day, and embody credibility and confidence to resolve even difficult situations more quickly and efficiently.
- **BUILD TRUST AND RAPPORT** cement trust and engage with people as a more potent and credible service provider
- **FORM INSTANT BONDS** in the first 30 seconds of any interaction and maintain them for long term positive relationships
- **EMBRACE RESPONSIBILITY** and take the initiative to tackle situations and relish every challenge
- **BE OPEN AND RELAXED** in every interaction, be comfortable dealing with complaints or silence and turn even difficult customer situations into "can do" outcomes
- **LISTEN WITH SENSITIVITY**, demonstrate empathy and sense customer needs in all communication situations - make them feel you are totally engaged in what they have to say
- **COMMUNICATE WITH CLARITY** and make people feel valued, respected and dealt with in a professional and adult manner
- **HANDLE COMPLAINTS AND ISSUES EFFECTIVELY**, manage complaints and difficult situations in a professional and systemised way
- **FULLY MEASURABLE**, Behaviour Change Targets, personal Action Plans and Full Course Evaluations provide measures for success that tangibly demonstrate the return on your investment

#### COURSE DETAILS

Courses are modular and last between 1 and 3 days subject to your requirements. The recommended number of delegates is 10 per course. Call us on the number below to arrange a free consultation and taster session.

#### Want to book or find out more?

Call Mark Doyle on **0207 575 3164** or email [mark@fecund.co.uk](mailto:mark@fecund.co.uk)  
Details of all our products are available at [www.fecund.co.uk](http://www.fecund.co.uk)

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