

WORKSKILLS & PERFORMANCE COURSES

MANAGE FRONTLINE CLIENT SERVICE CHALLENGES

Course overview

This training program will improve participants' knowledge, skills and confidence in all aspects of frontline service delivery and management of related challenges and conflict applicable to a wide range of workplace situations and staff roles.

Who will benefit from this course?

Frontline staff and their supervisors and managers including: front-desk, customer service, client information telephone line, call centre, or hotline staff.

DURATION: 1 Day

FEE: Varies depending on venue, sector, numbers & service provided

IN-HOUSE TRAINING: By arrangement with your organisation

CUSTOMISED TRAINING: To meet the specific requirements of your service and sector

VENUE: Available **Australia-wide including remote & regional areas**

Discounts for NGOs

Course content

- Be introduced to best practice, service excellence frameworks, approaches and practices.
- Understand the frontline environment, the key characteristics and identify common challenges faced within these roles.
- Identify the key competencies (skills, attitude, knowledge and values) required to handle all frontline services challenges - from customer enquiry to complaint.
- Understand, interpret and manage client / customer needs and expectations, and deal confidently and competently with challenges.
- Understand and respond to diverse customer communication styles and approaches to getting their needs met, and resolving issues.
- Communicate effectively and develop listening, responding, conflict management, problem-solving, de-escalation and dispute resolution skills.
- Understand the importance of your interpersonal style, language used and triggers which can inflame or calm a situation.
- Manage yourself and your emotions when responding to aggressive or hostile clients to achieve positive outcomes.
- Maintain professionalism and work within professional standards and organisational policies and procedures.
- Practical application to your work roles and workplace context.
- Practice skills and receive coaching and feedback in a small highly interactive training group.

Contact us for an obligation free quote!

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