



# خدمة العملاء المتميزة: (101) طريقة لضمان الأداء الرائع



**AGILE LEADERS**  
Training Center

04 - 08 May 2027  
كوالامبور



## خدمة العملاء المتميزة: (101) طريقة لضمان الأداء الرائع

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### Award-Winning Customer Service 101 Ways To Guarantee Great Performance Overview:

The modern business landscape thrives on exceptional Customer Service Excellence, which is intricately connected to Customer Satisfaction. This unique course, "award-winning customer service 101 Ways To Guarantee Great Performance," targets the confluence of Proactive Customer Service, Effective Listening, and Performance Improvement. We delve deep into creating a Customer-Centric Approach and emphasize the importance of Communication Skills, Goal Setting, and Teamwork and Collaboration. Not just that, we explore the nuanced world of Non-Verbal Communication, Time Management, and how to handle Customer Complaints effectively.

### Target Audience:

- Customer Service Representatives
- Sales Executives focusing on Customer Satisfaction
- Team Leads responsible for Performance Improvement
- Managers overseeing Employee Training
- Individuals keen on enhancing Communication Skills

### Targeted Organizational Departments:

- Customer Service
- Sales and Marketing with an emphasis on Market Research
- Training & Development concentrating on Employee Training and Leadership in Customer Service

### Targeted Industries:

- Retail & E-commerce Exceptional Customer Experience is paramount
- Hospitality & Travel focusing on Proactive Customer Service
- Telecommunications key on Quick Change Adaptability
- Healthcare Patient-centered Customer-Centric Approach

## Course Offerings:

By the end of this training course, participants will be able to:

- Mastering Communication Skills for impactful customer interactions
- Techniques for Effective Listening and Problem-Solving
- Strategies for Performance Improvement and Goal Setting
- Tools for efficient Time Management and Planning and Organization
- Boosting Teamwork and Collaboration for superior results

## Training Methodology:

Our methodology embodies a blend of interactive sessions, market research-based case studies, and insightful group work. We don't just provide theories; we engage participants in real-world scenarios to hone their Conflict Resolution, Accountability in Customer Service, and Decision-Making Skills. Our feedback sessions, backed by actual Customer Feedback, ensure that learning is an ongoing process, promoting Resiliency in Customer Service.

## Course Toolbox:

- Comprehensive workbooks on Customer Service Excellence
- Checklists for efficient Time Management
- Templates emphasizing Planning and Organization
- Online resources on Product Knowledge and Market Research

## Course Agenda:

### Day 1: Building Strong Foundations in Customer Service

- Introduction to Delighting Your AudienceTopic 1
- The Importance of Paying AttentionTopic 2
- Strategies for Listening Completely to Your CustomersTopic 3
- Understanding the Ins and Outs of Your BusinessTopic 4
- Commitment and Reliability: Doing What You Say You Will, When You Say You WillTopic 5
- Revisiting the Basic Principles of Customer ServiceReflection & Review

### Day 2: Elevating Performance and Attitude

- The Role of Attitude in PerformanceTopic 1
- Building Confidence in Customer InteractionsTopic 2
- Honesty as the Best Policy: Ethical ConsiderationsTopic 3
- Energizing Yourself for Optimal PerformanceTopic 4
- Resilience: Learning How to Bounce BackTopic 5
- Performance and Attitude in Customer ServiceReflection & Review

### Day 3: Planning for Success and Effective Communication

- : Creating Your Personal Mission Statement for Customer ServiceTopic 1 •
- : Customer-Focused Planning and Goal SettingTopic 2 •
- : The Two-Way Street of CommunicationTopic 3 •
- : Effective Strategies for Green Light CommunicationTopic 4 •
- : Speaking and Listening: The Core Elements of CommunicationTopic 5 •
- : How Planning and Communication Influence Each OtherReflection & Review •

### Day 4: Leadership Qualities and Team Synergy

- : Introduction to Positive Leadership in Customer ServiceTopic 1 •
- : The Cornerstones of Effective TeamworkTopic 2 •
- : Building a Cohesive and United TeamTopic 3 •
- : Being a Team Player for Team SuccessTopic 4 •
- : Self-Assessment: What Can You Do to Improve?Topic 5 •
- : The Interplay of Leadership and Teamwork in Customer ServiceReflection & Review •

### Day 5: Sustaining Motivation and Giving Constructive Feedback

- : Monitoring Customer Service through Hands-On ApproachesTopic 1 •
- : Methods for Documenting ObservationsTopic 2 •
- : The Right Way to Give Meaningful FeedbackTopic 3 •
- : The Role of Development Plans in Performance ImprovementTopic 4 •
- : Gracefully Accepting Feedback for Continuous ImprovementTopic 5 •
- : Bringing It All Together: Motivation and Feedback in Customer ServiceReflection & Review •

### How This Course is Different from Other Customer Service Courses:

In a vast sea of customer service training courses, our offering stands out as the zenith of all-encompassing knowledge. We integrate crucial facets like Accountability in Customer Service, Decision-Making Skills, and Product Knowledge. Furthermore, we emphasize real-world applicability over mere theoretical knowledge, ensuring participants walk away with actionable strategies. Our course embodies the epitome of Performance Improvement, setting it apart in the realm of customer service courses.



## فئات الدورات التدريبية



HR TRAINING & DEVELOPMENT

دورات إدارة و تطوير الموارد البشرية



دورات إدارة و تحليل البيانات ودورات علم البيانات



دورات إدارة الجودة وتطوير العمليات



الدورات التدريبية في مجال البيئة والاستدامة



دورات التسويق وإدارة علاقات العملاء وإدارة المبيعات



دورات التدريب القانوني والمشتريات والتعاقدات



دورات الاتصال الجماهيري و السياسات والعلاقات العامة



دورات النظم السيبراني ودورات تقنية المعلومات



دورات الصيانة ودورات المجالات الهندسية المتنوعة



دورات الصحة والسلامة والأمن المهني



دورات السكرتارية و إدارة المكاتب



دورات الحوكمة وإدارة المخاطر والامتثال



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## فئات الدورات التدريبية



دورات معتمدة من قبل هيئات دولية



دورات في مجالات القيادة والإدارة



دورات المهارات الشخصية وتطوير الذات



دورات المحاسبة و التمويل و دورات الإدارة  
المالية



دورات مكتب إدارة المشاريع وإدارة المشاريع  
الرشيقية

## مدن التدريب



أمستردام - هولندا



أكرا - غانا



أثينا - اليونان



أبوظبي - الإمارات العربية المتحدة



الدوحة - قطر



الدار البيضاء - المغرب



الجبيل - المملكة العربية السعودية



استنبول - تركيا



المنامة - مملكة البحرين



الكويت - الكويت



القاهرة - مصر



الرياض - المملكة العربية السعودية



بانكوك - تايلند



بالي - جمهورية إندونيسيا



بأكو - أذربيجان



باريس - فرنسا

## مدن التدريب



بورنو - البرتغال



برلين - ألمانيا



برشلونة - إسبانيا



براغ - جمهورية التشيك



جنيف - سويسرا



جاكرتا - جمهورية إندونيسيا



تيليسي - جورجيا



بوكيت - تايلاند



زنجبار - تنزانيا



روما - إيطاليا



دبي - الإمارات العربية المتحدة



جوهانسبرغ - جنوب إفريقيا



شهر الشيخ - مصر



سيول - كوريا الجنوبية



سنغافورة - سنغافورة



سان دييغو - الولايات المتحدة الأمريكية

## مدن التدريب



طوكيو - اليابان



طشقند - اوزبكستان



طرابزون - تركيا



شيكاغو - الولايات المتحدة  
الأمريكية



فيينا - النمسا



فرانكفورت - ألمانيا



عن بعد - منصة زووم



عمان - المملكة الأردنية الهاشمية



لشبونة - البرتغال



لانكاوي - ماليزيا



كاب تاون - جنوب إفريقيا



كوالالمبور - ماليزيا



مسقط - سلطنة عمان



مدريد - إسبانيا



ماربيا - إسبانيا



لندن - المملكة المتحدة

## مدن التدريب



نيروبي - كينيا



ميونخ - ألمانيا



ميلان - إيطاليا



مونترنو - سويسرا



نيس - فرنسا

# WHO WE ARE

Agile Leaders is a renowned training center with a team of experienced experts in vocational training and development. With 20 years of industry experience, we are committed to helping executives and managers replace traditional practices with more effective and agile approaches.

## OUR VISION

We aspire to be the top choice training provider for organizations seeking to embrace agile business practices. As we progress towards our vision, our focus becomes increasingly customer-centric and agile.

## OUR MISSION

We are dedicated to developing value-adding, customer-centric agile training courses that deliver a clear return on investment. Guided by our core agile values, we ensure our training is actionable and impactful.

## WHAT DO WE OFFER

At Agile Leaders, we offer agile, bite-sized training courses that provide a real-life return on investment. Our courses focus on enhancing knowledge, improving skills, and changing attitudes. We achieve this through engaging and interactive training techniques, including Q&As, live discussions, games, and puzzles.



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## CONTACT US

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