



# من الجيد إلى الاستثنائي : دورة تحقيق التميز في خدمة العملاء

## من الجيد إلى الاستثنائي : دورة تحقيق التميز في خدمة العملاء

الرجوع: 36087\_6988 التاريخ: 15 - 19 Jun 2027 الموقع: ميلان الرسوم: Euro 5700

### Course Overview:

The course aimed at empowering professionals to deliver excellence in customer service. Our course provides comprehensive customer service training and focuses on the development of essential customer service skills. The importance of customer service training cannot be overstated. Our curriculum is designed with this understanding, emphasizing critical aspects such as professional customer service, quality customer service, and effective customer service strategy. Participants will learn why good customer service training is pivotal to business success and how to apply the best customer service skills in their daily interactions.

### Target Audience:

- Customer service professionals
- Team leaders
- Managers and supervisors
- Individuals seeking to improve their professional customer service skills
- Individuals aiming to provide excellence in customer service

### Targeted Organizational Departments:

- Customer Service
- Sales
- Marketing
- Human Resources
- Management

## Targeted Industries:

- Retail
- Hospitality
- Banking
- Healthcare
- Telecommunications

## Course Offerings:

Upon completion of "Achieving Excellence in Customer Service", participants will:

- Have undergone quality customer service training
- Improved their listening skills in customer service
- Understood the important skills for customer service
- Learned effective customer service strategies

## Training Methodology:

"Achieving Excellence in Customer Service" employs various methodologies, including case studies, group work, interactive sessions, and feedback sessions. We focus on training for customer service, with special emphasis on listening skills in customer service - an often overlooked but critical aspect. Our approach ensures professionals develop the best customer service skills and understand why customer service training is important.

## Course Toolbox:

Participants will receive:

- Comprehensive workbooks
- Access to online resources
- A variety of templates and checklists designed to enhance their professional customer service abilities
- Unique tools that will serve as a constant resource for the pursuit of excellence in customer service

## Course Agenda:

### Day 1: Introduction to Customer-Centric Culture

- Topic 1: Power Shift in the Business Landscape towards Customer Centricity •
- Topic 2: Identifying and Addressing the Main Concerns of a Customer-Centric Organization •
- Topic 3: Building a Robust Customer Centricity Model •
- Topic 4: Introduction to Agile Service Concepts •
- Topic 5: Developing a Customer Centric Thinking Approach •
- Topic 6: Facilitating Client's Involvement in Decision Making •
- Topic 7: Incorporating the Customer's Perspective into the Strategy Map •

### Day 2: Building A Customer Communication Strategy

- Topic 1: Developing Effective Communication Skills: The Basics •
- Topic 2: The Art of Communication: Advanced Techniques •
- Topic 3: Effective Listening: Understanding the Silent Language •
- Topic 4: Communicating with Clients: Building Trust and Understanding •
- Topic 5: Mastering Personal Persuasion Skills •
- Topic 6: Drafting a Comprehensive Customer Communication Plan •

### Day 3: An Agile Customer Service Approach

- Topic 1: Delivering Agile Customer Service with Style •
- Topic 2: Taking the Customer's Perspective: From Transactions to Interactions •
- Topic 3: Paying Attention to the Details: Enhancing the Customer Experience •
- Topic 4: Essential Etiquette for Agile Customer Service •
- Topic 5: Understanding and Applying the Protocols of Customer Service •

## Day 4: Exposure to Quality Assurance and Quality Control

- Topic 1: The Customer Experience Blueprint: Building a Quality Service •
- Topic 2: Poka Yoke and Mistake Preventions: Aiming for Zero Defects •
- Topic 3: Quality Control and Workforce Compliance: A Two-Sided Approach •
- Topic 4: Quality Improvement Cycle and Continuous Improvement: An Ongoing Journey •
- Topic 5: Getting Acquainted with Key Performance Indicators: Measuring Success •
- Topic 6: Conducting a Balanced Scorecard Training Session: From Theory to Practice •
- Topic 7: Developing KPIs for the BSC Customer Perspective: A Strategic View •
- Topic 8: Connecting the Customer Perspective to the Financial Perspective: Aligning Goals •
- Topic 9: Conducting a Simple Customer Analysis: The First Step to Improvement •

## Day 5: Coaching and Developing the Customer Service Force

- Topic 1: Understanding the Concept of a Learning Organization: A Strategic Shift •
- Topic 2: Steps to Create a Learning Organization: From Vision to Reality •
- Topic 3: Exploring the Advantages of a Learning Organization: Why It Matters •
- Topic 4: Mastering the Essentials of Coaching: Developing Your Team •
- Topic 5: Using the Ask-Tell Matrix: Enhancing Communication and Learning •
- Topic 6: Steps to Coach an Effective Customer Service Force: A Comprehensive Guide •
- Topic 7: Brainstorming for a More Detailed Customer Experience: A Collaborative Approach •
- Topic 8: Understanding the Customer Centric Approach: The Key to Success •

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

"Achieving Excellence in Customer Relations" is unique because it focuses not just on the basics of customer service but on achieving excellence in every interaction. We understand the importance of good customer service training and ensure that each participant leaves the course equipped to deliver the best customer service skills. Our emphasis on listening skills in customer service sets us apart, as does our detailed focus on the importance of a well-crafted customer service strategy.



## 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 السبراني 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



بوكيت - تايلاند



بورتو - البرتغال



برشلونة - إسبانيا



براغ - جمهورية التشيك



جوهانسبرغ - جنوب إفريقيا



جنيف - سويسرا



جاكرتا - جمهورية إندونيسيا



تبليسي - جورجيا



سان دييغو - الولايات المتحدة الأمريكية



زنجبار - تنزانيا



روما - إيطاليا



دبي - الإمارات العربية المتحدة



شيكاغو - الولايات المتحدة الأمريكية



شرم الشيخ - مصر



سيول - كوريا الجنوبية



سنغافورة - سنغافورة

## مدن التدريب



عمان - المهلكة التردنية الهاشمية



طوكيو - اليابان



طشقند - أوزبكستان



طرابزون - تركيا



كيب تاون - جنوب إفريقيا



كوالالمبور - ماليزيا



فيينا - النمسا



عن بعد - منصة زووم



مدريد - إسبانيا



مأرييا - إسبانيا



لندن - المملكة المتحدة



لانكاوي - ماليزيا



ميونخ - ألمانيا



ميلان - إيطاليا



مونترو - سويسرا



مسقط - سلطنة عمان



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## مدن التدريب



نيس - فرنسا



نيروبي - كينيا

# 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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