

Delighting Customers Lite



Description: Delighting Customers Lite is a comprehensive employee training and recognition system that goes beyond other customer satisfaction programs to empower all your employees to delight their customers. Delighting Customers Lite is an abridged version of the Delighting Customers program and is primarily offered in half-day segments.

Delighting Customers Lite focuses on delighting customers in all situations, including simple interactions, upset customers, unpleasant information, conflict situations, negotiations, group meetings, and selling situations.

The seminar includes the GEM Award/Employee Recognition Program. Participants receive GEM forms empowering them to reward other employees who Go the Extra Mile. All detailed implementation guidelines and forms are included. The program reinforces the training, unleashes the power of giving and receiving recognition for exceeding customer expectations, and build a customer-focused culture.

Goals: To exceed customer's expectations and increase customer's business with your organization through a call center setting.

Participants: Number of participants is flexible. Very large groups can be accommodated.

Objectives: Delighting Customers Lite:

- ◆ Provides a Follow-up Toolkit, Manager Toolkit, service measurement instruments, and employee recognition program.
- ◆ Designed for all external and internal service providers (all employees) to build a common set of service value skills, language, and goals across the entire organization.
- ◆ Uses state-of-the-art accelerated training design with team activities, simulations, skill drills, and interactive video to make learning fast, effective, and exciting.

Benefits: Allow us to show you how Delighting Customers Lite empowers all your employees to delight all customers, creates a customer-focused culture with common goals, skills, and service attitudes, uses accelerated training to create more excitement and learning in less time, saves you time and resources by training four to twenty-four participants at once, provides managers with the skills and techniques to build customer-focused teams, positions your training department and service department as strategic resources.