



WOW! Customer Service that Makes Them Smile

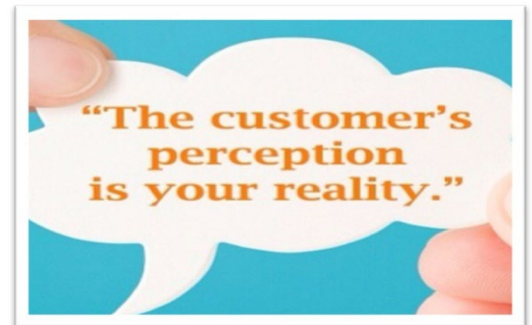
June 13, 2023 – 10:00am – 5:00pm Eastern
\$168.75 - \$225/person, see registration link for more information.

[Leader Development Institute Events](#) | [Eventbrite](#)

Whether you realize it or not, each and every one of us serves customers. Maybe you're on the front line of an organization, serving the people who buy/use your products or services. Perhaps you're a member of your organizations internal support team serving the employees by producing their paychecks and keeping the company running. Or maybe you're a company owner or executive, serving your staff and your customers. Regardless of your position, customer service is not about what you think will satisfy the customer; rather, it's about considering the customer by first understanding what will satisfy them - and then exceeding those expectations. Lazy customer service providers never figure this out and their customers consider the competitor first. This one-day seminar will equip you with the necessary skills to ensure you are always considering your customers first!

WHAT YOU WILL COVER

- ★ What customer service means in relation to all your customers, both internal and external
- ★ Recognizing how your attitude affects customer service
- ★ Identifying your customers' needs
- ★ How using outstanding customer service can lead to lifelong customers
- ★ Building goodwill through in-person customer service
- ★ Providing outstanding customer service over the phone
- ★ Connecting with customers through online tools
- ★ Dealing with, and winning over, difficult



HOW YOU AND YOUR TEAM WILL BENEFIT

- ★ Gain a better understanding who your customers are and what will satisfy them
- ★ Being nice is not enough: Gain an understanding of their situation so you can attract and keep customers for the long haul!
- ★ Understand the impact of body language
- ★ We will discuss techniques to help you with phone and written customer service.
- ★ How well do you de-escalate anger, establish common ground, and manage your emotions?
- ★ Learn to be an All-Star when treating difficult and emotional customers with respect and dignity.
- ★ The bottom line: Satisfied customers! There is an indisputable link between better customer service and customer satisfaction; regardless of who your customers are, you stand to gain from considering your customers first!

★ VIRTUAL EVENT DETAILS ★

All events are held on Zoom starting promptly at 10:00am until 5:00pm (ET). Login will begin at 9:30am (ET)

3 Simple Ways to Reserve Your Spot:

- ★ Visit us at www.LeaderDevelopmentInstitute.eventbrite.com
- ★ Call us at 1-888-474-8534
- ★ Email us at solutions@LDiWorld.com

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