

# Service Ready™ Core: Mastering Conversational Essentials™

## Program description

In **Mastering Conversation Essentials™**, participants learn how to meet their customers' professional needs by mastering the four parts of a service conversation: Open, Learn, Reply, and Close.

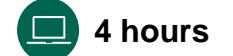
### Modality



3.5 hours



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4 hours

### Languages



American English, Spanish (LATAM) / Participant-facing materials only: Chinese (Simplified), French, German, Italian, Polish, Portuguese (Brazilian)



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American English

- **Audience:** Employees supporting internal or external customers

## Learning objectives

- Provides a process and related skills for handling all types of customer conversations.
- Defining customer's needs.
- Understanding Four parts of a customer-focused conversation.
- Delivering unwelcome news.
- Mastering the art of high-value conversations.

## Skills

- Effective customer conversations
- Gains customer confidence and cooperation
- Questions strategically with open and closed questions
- Understands customer needs
- Shares clear and correct information with the customer
- Delivers unwelcome news
- Presents solutions in a constructive manner
- Close a conversation by highlighting positive outcomes
- Masters service conversations