Service Ready™ Core

Modality

- 2.5 days
- 2.5 days
- 18-20 Hours

Languages

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

Program description

Service Ready™ Core includes five sub modules focused on providing the skills, methodology and processes that ensure exceptional interactions at every touch point along the customer journey. The professional development programs of **Service Ready™** scale across your teams, entice the modern learner and power improved CSAT, NPS and the success metrics that move your business forward.

- **Audience:** Employees supporting internal or external customers
- **Train the Trainer certification: 3 Days**

Building Customer Loyalty

- Four key customer expectations
- Defining moments
- Measures of success
- Emotional energy

Mastering Conversation Essentials

- Four parts of a customer-focused conversation
- Delivering unwelcome news
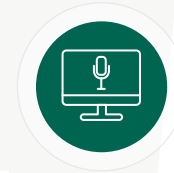- Mastering the art of high-value conversations

Strengthening Customer Connections

- Guidelines for exceeding a customer's needs
- Projecting a willingness to help
- Choosing positive language

Navigating Challenging Situations

- Listening non-defensively
- Eight defusing skills
- Selective Agreement
- Five resolving skills

Exploring Digital Communications

- Creating successful digital communications
- Projecting a professional tone
- Analyzing social media: Case studies

Instructor-Led Training

Virtual Instructor-Led Training

Digital / E-learning