



Deliver Legendary Service, Grow Value, and Build Loyalty with Every Customer Interaction.

Learn our proven, flexible approach to identifying customers' true problems, uncovering and capturing additional business opportunities, building trust, and creating competitive advantage, all as a natural outcome of providing outstanding customer service. Arm your team with superior sales skills, communication techniques, and a deeper understanding of the critical role customer service professionals play in ensuring customer success and loyalty.

Our proprietary models and straightforward frameworks allow client-specific customization while retaining the integrity of our proven content. Excellence in Customer Service can be taught in conjunction with other sales training programs or as a stand-alone workshop. Carew facilitators create magic in the classroom by leveraging a variety of engaging learning strategies and modalities to educate, motivate and inspire. Participants receive highly relevant, immediately usable, and memorable training that profoundly impacts their skills, attitude, relationships, and success.

What You'll Learn



Building Customer Relationships

Learn a results-producing model for becoming truly customer-centric. Identify key "moments of truth" and how they impact overall customer perception and satisfaction. Recognize common needs, values, motivations, and buying orientations that affect the decision-making process; learn communication and relationship strategies for each to achieve desired outcomes.



Influencing Customer Attitudes & Actions

Master a simple, defined, and repeatable communication process to fully understand customer needs, perspectives, and challenges. Develop critical listening skills and techniques to ensure understanding of the customer's perspective and development of benefit-focused recommendations that satisfy their needs. Learn to handle objections in a way that overcomes resistance, diffuses anger, and uncovers additional opportunities. This proven model gets to the heart of customer needs while building trust, credibility, and rapport.



Delivering Service Excellence to the Customer

Build rapport by leveraging the communication model within the service excellence framework. Understand how voice, tone, attitude, and energy impact customer experience and how that experience drives customer behavior and receptivity to additional opportunities. Learn strategies and tactics to build customer confidence in your authentic concern and your ability to address their needs.

More →



Collaborative Problem-Solving for Positive Outcomes

Learn a disciplined and flexible exploratory model that uncovers often hidden, but very real, customer opportunities. Master a variety of questioning skills and techniques to spur collaborative problem solving and inspire new ideas. Apply our proven presentation model to skillfully share your recommendations, gain customer acceptance, and build customer confidence, satisfaction, and loyalty.



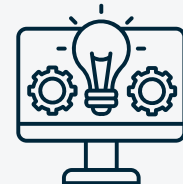
Program Benefits

- Increased revenue and profit
- Common language, process
- Customer-centric culture
- Increased account penetration
- Increased customer loyalty/LTV



Program Highlights

- Client-specific customization
- Proprietary process models
- Videotaped skills practice
- Energy, interaction, fun
- Participant Certification



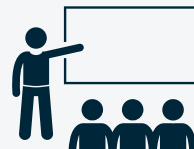
Reinforcement

- Personalized Smart Room
- Online LMS
- Thought Leadership
- Alumni Community Forums



Who Should Attend

- Customer Service Reps
- Customer Service Managers



Delivery Options

- Live Onsite Instructor-led
- Live Virtual Instructor-led
- Custom Onsite/Virtual Blend
- Train-the-Trainer Certification



Program Duration

- Onsite: 2.0 days
- Virtual: 4.0 days | Two 2.5 hr. sessions/day