

Green Peg Certified Customer Service Manager

Regardless of how you define your customers, let Green Peg show you how to turn every customer contact into a lasting positive impression. This engaging and highly interactive two-day training workshop leverages 20 years of management consulting and training experience.

Course Overview

This workshop will give managers, directors and staff members preparing for management the strategic, operational and leadership skills necessary to run an effective service organization.

Who Should Attend

Support Centers * Call Centers
Help Desks * Service Centers

Customer Service * Information Technology
Human Resources * Sales * Development
Engineering * Operations * Facilities

Course Outline

Module 1: It Starts With Your Staff
Behavioral Interviewing
Motivation vs. Skills
80/20 Rule on Training
Incentives and Reviews

Module 2: Management Style
Leadership
Service Strategy
Changing the Culture

Module 3: Metrics
Key Performance Indicators
Cost of Escalation
Setting Targets

Module 4: Customer Feedback
Customer Surveys
Impact on Standard Operating Procedures
Reverse Engineering

Module 5: Influencing the Organization
Marketing Your Services
Rolling Out New Services
Return on Investment

Module 6: Become a Service Leader
Super Service Principles™
Case Studies of Service Leaders
Keeping Abreast of Emerging Trends

Certification

The certification process is included in the price of the course.
Additional details for getting certified will be provided during the course.



Course Price

\$1495 per person

All major credit cards accepted.

Price includes certification, continental breakfast and afternoon snacks.

How to Register

(650) 245-0181

info@greenpeg.com

Location

San Francisco Bay Area

Attendees will be notified of the exact location 2 weeks before the event.