



The 7 Steps to Customer Service Excellence





“Customer Service has Gone to the Dogs”

The other day I overheard my partner ending a call in exasperation with the statement “Customer Service in this country has gone to the dogs”. Out of curiosity I checked out where this saying originated. Apparently it is believed to be in ancient China when stray dogs were not permitted within the walls of cities. Consequently these stray dogs roamed the areas outside of the walls and lived off the rubbish thrown out of the city by the inhabitants. Criminals and social outcasts were often expelled from cities and were sent to live among the rubbish – and the dogs! Such people were said to have ‘gone to the dogs’ both literally and metaphorically in the sense that their lives had taken a distinct ‘turn for the worse’.

Having worked and trained people in sales and services for many years it disturbs me when I witness / experience bad service. There are many reasons for this. (a) I believe giving bad service impacts on the customer service agent themselves and can have a negative spiralling affect on their career progress (b) Customers need respect and kindness now more than ever and (c) From a business perspective – sales walk.

Keeping the Customers’ needs at the heart of everything we do is an aphorism I live by and a behaviour I encourage my participants to be guided by, practice, and develop. The rest falls in place.

If you are someone who is genuinely interested in finding out what might be holding you back from being the best you can be in your professional and personal life then I want to work with you.

Liz Kearney



About the Programme:

In this half-day programme participants will develop a clear understanding of what service excellence is and the impact it has on any business. They will learn skills to uncover their customers' needs, communicate effectively and deal with challenging conversations in a professional and ethical manner

Modules – The 7 Steps:

- Starting with ABC: Attitude → Beliefs → Consequences
- The Triple AAA Code and Expectations
- Finding out What the Customers Needs
- The Zen of Listening
- Effective Questioning
- Managing Offensive Behaviour
- Building Resilience



This programme is available as an inhouse option and can be delivered in person, online or a combination of both. It can be tailored to suit your schedule and your budget. To discuss these options and more, please book a **FREE TIME SLOT** with me on the link below or email me at: lizkearney@lklarningsolutions.ie

[Book Your Free Time Slot Here](#)



LEARNING SOLUTIONS



Facilitator



Liz Kearney is a professional trainer and a qualified Business Coach. She has worked extensively with both the Public and Private Sector, Credit Unions and SME's. She is an Authorised Wiley Partner and an Accredited Practitioner in Everything DiSC®. She is also a Certified trainer in Emotional Intelligence and the Roche Martin Emotional Capital Report – ECR©. She is a Qualified Financial Advisor (QFA). She holds a diploma in psychology, Cognitive Behavioural Therapy and Emotional Intelligence and is currently studying mediation with the MII and a Post Grad Certificate in Workplace Wellness in Trinity College Dublin.

Next Steps

If you are interested in:

- Finding out more about the programme
- Conducting a Training Needs Analysis Zoom Call
- Getting a quote for an in-house delivery
- Securing a Seat on the next Open Programme
- Discussing any other training needs

[Register Your Interest Here](#)



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Some of the things people have said about the programme....

"I found the course very informative and going forward will be very beneficial to my role"

"Very good delivery and I will use the course work in my day to day working environment"

"Excellent course and great information. The tools I obtained from this course are useful in both a professional and personal capacity.

"The trainer was very professional and added to my knowledge of communications skills".

"The Course was very helpful and I will definitely put some things into practice".