

‘Mind’ If I.....

Habits, working environments, attitudes and beliefs are barriers to developing great communication skills. What we believe about our customers, influences how we behave towards them and in turn, how customers respond.

‘Mind if I....’ is a customer service course with a difference. Training Customer Service staff on communication skills alone, will not achieve the results that companies strive for. Without equipping staff with the skills and techniques to manage everyday emotions, face work challenges proactively and change negative thoughts and beliefs to positive ones, it is unlikely that customers will be receiving the service they deserve.

Our exciting new course can be delivered over 1 or 2 days – you choose the modules that fit your requirements and the level of detail you want us to cover and we will design a bespoke programme which will provide a high return on investment.

At the end of the course all attendees will be asked to complete the sentence Mind if I....., by stating what they will do going forward to ensure their mind-set does not negatively impact the level of service they provide.

Module 1

Change your Mind

- How thoughts and beliefs affect behaviour
- Recognising the thoughts and beliefs we currently have about work situations, customers, processes etc. and how they impact our behaviour
- Changing our perception – understanding the part ‘perception’ plays in determining our actions
- Developing a receptive state of mind – Controlling our state by focusing our thoughts
- Creating ‘Customer Care’ beliefs

Module 2

Emotional Intelligence & NLP basics to equip individuals with the techniques to manage negative emotions which impact behaviour

- Developing your knowledge of Emotional Intelligence and identifying why it is important
- Using your senses to manage emotions effectively
- Reframing techniques - change your thoughts and change your emotional state

- NLP basic techniques to create a positive state when you recognise that a 'bad' day or a 'difficult' customer call has affected your mind-set.
- Enabling Language – Change your internal dialogue and change your mind-set

Module 3

Communication skills – key skills to deliver a great customer service

- Creating a positive first impression - what customers want to hear
- Using effective questions at the right time to accurately identify the customer's needs
- Develop your listening skills by recognising internal and external barriers and identifying how to overcome them
- The use of words and phrases that won't switch customers off
- How to demonstrate empathy and show customers that you genuinely care.

Module 4

Enriched Communication – to gain rapport and trust

- The use of language to create trust and understanding with customers
- Developing your sensory acuity to enrich your language
- How to build and maintain rapport with customers – understand blocks to rapport
- Rapport as a form of influence – Match/Pace/Lead & whole body listening
- Milton Model – NLP language to influence

Module 5

Developing your mental toughness

Mental Toughness describes the mind-set that every person adopts in everything they do. Mental Toughness is measured in terms of the 4Cs

- Control: Life control - Belief that you really can do it
- Commitment : Goal Setting - doing what it takes to keep promises and achieve goals
- Challenge: Risk taking & learning from experience - being driven to succeed and seeing setbacks as opportunity for learning
- Confidence: Belief in the ability to do things or that you can acquire the ability. Also the belief that you can influence others.

This module includes the mental toughness assessment MTQ48, which is an additional cost of £30 per person.

Please contact us to discuss course fees and requirements. We are currently offering introductory rates, so take advantage of these by calling us now.

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