



## ***Have you created an A.C.E. today? (Astounding Customer Experience)***

# ***Customer Service Skills for Field Professionals***

*From A.C.E. Learning and Performance Solutions*

*"To give real service you must add something which cannot be bought or measured with money, and that is sincerity and integrity."* – Donald A. Adams

**Customer Service Skills for Field Professionals** focuses on the personal and interpersonal skills needed to manage challenging customer situations.

Field Professionals acquire tools for solving customer problems and meeting customer needs in a way that satisfies the customer's personal needs while maintaining the company's business goals and standards.

The positive outcomes include customer loyalty, reduced stress, and greater job satisfaction.

### **Program Goal**

To learn ways to create **Astounding Customer Experiences**, professionally manage customer interactions, and consistently leave a positive impression of your company.

### **Learning Outcomes**

As a result of attending this workshop participants will be able to:

- Establish an authentic human connection with each customer while balancing organizational goals and needs
- Use positive, service-oriented language
- Identify, show interest and respect for unique customer needs
- Respond to emotional customers and diffuse difficult situations

### **Unit One: The Field Professional**

- The Ideal Traits of a Field Professional
- How to Effectively Manage our Emotions and Reactions

### **Unit Two: Understanding Customer Behavior**

- Understanding What Customer Loyalty is Worth
- Creating Astounding Customer Experiences (A.C.E.)



### **Unit Three: Communicating With Customers**

- Managing Challenging Customers Situations
- Diffusing Angry Customers

### **Program Specifics**

Audience: All Service Providers

Duration: 8 hours

Class size: 15 - 20

Learning Methodology

- Current best practices in Adult Learning Methodology
- Practical, engaging, experiential, and interactive