



dynargie

human side of business

Customer Care Programme

"Hello!... Mhm, Mhm!...
Goodbye!"



Our Customer Care programme is custom tailored to your company's business model. Training powerful skills such as developing a customer oriented mindset, managing each stage of the customer experience and more, our programme is designed to equip your team with the empathy and skills required to become customer care champions.

GOALS

Our goal is to gear customer service teams with a toolkit of practical communication skills that helps them manage all the stages of the customer experience. Building a customer oriented culture is essential to supporting a strong brand. "Hello!... Mhm, Mhm!... Goodbye!". Our programme provides the necessary tools for immediate application, accelerating the implementation of a customer service that provides for a great client experience.

OUTCOMES

- Enables a customer oriented mindset
- Provides the tools to manage each stage of the customer experience
- Helps the team turn challenging situations into customer loyalty
- Grows employee motivation and commitment to the brand
- Cultivates customer satisfaction
- Promotes self development

METHODOLOGY

The effectiveness of our method results from focusing on the "how" (tools) instead of the "what" (content). Participants will be trained the attitudes and behaviors expected at each stage of the customer experience. They will learn to manage difficult situations and create fresh, fond memories for the customer, thus increasing client retention and encouraging spontaneous recommendations. Our more than 35 years of experience developing customer service professionals in varied industries validates our methodology completely.

PARTICIPANTS WILL BE ABLE TO:



PROCESS

"Hello!... Mhm, Mhm!... Goodbye!" is a 2 or 4 day programme, consisting of 5 modules.
Group size is limited to 10 participants.



PROGRAMME CONTENTS

The Customer Service Culture

- Creating a strong customer oriented culture
- Understanding the economic and brand implications

Being an "Ambassador" and a "Doctor"

- The key characteristics of each profile
- When to adopt which profile

Being an "Ambassador"

- How to be an "ambassador"
- The tool kit of an "ambassador"
- Attitudes and behaviors of excellence

Being a "Doctor"

- How to be a "doctor"
- The tool kit of a "doctor"
- Attitudes and behaviors of excellence

Managing Difficult Situations

- Managing an opportunity to improve perceptions
- Overcoming a complaint with a positive spin
- How to say "No" without disappointing

WHY CHOOSE DYNARGIE

- ✓ **Quality:** Our workshops are consistently ranked 3 out of 4 or higher
- ✓ **Experience:** Our certified consultants have at least 5 years of prior professional experience
- ✓ **Longevity:** 75% of our consultants stay with us for 5 years or longer
- ✓ **International Approach:** Dynargie has been shaped by 4 continents, 14 time zones and 11 languages

ABOUT

Dynargie is a dynamic management consulting and training company dedicated to influencing and managing positive change in both people and organizations. Founded in Switzerland in 1982, we operate in diverse cultures spread over 10 countries and 11 languages. Through our unique training and consulting methods delivered by our multidisciplinary consulting team, we help transform difference into agreement, and make individuals and organizations more productive.