



# High Performance Service Skills

## ***How Your Organization Will Benefit***

When you implement High Performance Service Skills, your organization will benefit from:

- A unified—and consistent—approach to the development of your organization’s service professionals
- Increased productivity by providing service professionals with the vital skills they need to resolve customer problems or concerns with customer-focused solutions
- Service professionals equipped with the communication skills and strategies needed to differentiate your organization in the marketplace
- Stronger, more profitable customer relationships through EQSKILLS® Communication Tools that enhance satisfaction and strengthen customer loyalty
- Service professionals committed to carrying out your organization’s service quality mission
- Improved morale by equipping service professionals to provide the kind of above-and-beyond service that delights customers

## ***Program Highlights***

During this highly interactive workshop, participants will enhance their ability to:

- Connect with the customer by building rapport and setting a positive tone for the service interaction
- Project a commitment to service and satisfaction with every customer conversation
- Recognize and acknowledge the customer’s state of mind to ensure the integrity of the service interaction
- Optimize a powerful questioning strategy to gain an in-depth understanding of a customer’s request or concern
- Overcome barriers to listening that can affect their ability to formulate the most appropriate solution
- Fulfill three critical roles of a service professional—problem solver, information analyst, and business builder—to enhance the customer’s level of satisfaction with your organization and the quality of its service
- Respond to customer inquiries with targeted, customer-centered solutions
- Align responses with customers’ preferred communication styles to build trust and increase the likelihood that customers will be receptive to the information or solution presented
- Offer the kind of genuine expression of appreciation at a service interaction’s conclusion that sets your organization apart from the competition
- Ensure customer loyalty—and future business—by identifying ways to meet and exceed customer expectations

## ***How Learning Takes Place***

High Performance Service Skills offers a comprehensive approach to improving service professionals’ performance with customers. The program ensures that participants master the skills and concepts presented by employing a variety of interactive training methods:

- A prework assignment to set the stage for a successful learning experience
- Short readings to familiarize participants with program skills and concepts
- Applications exercises to enhance participants’ understanding of how to apply program skills to service situations
- Video and audio to illustrate skill use in realistic service situations
- Discussion to explore ideas and share best practices
- Group exercises to reinforce skill use
- Case studies and role plays to apply program concepts and skills to real-world situations
- Practice exercises to allow participants to practice and evaluate their skill use in realistic service interactions