



# Customer Service Training

In-Company Training (1 Day)

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Practical Skills

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Tailored Workshop

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in-company for  
teams



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# About This Course

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## Developing Versatile Skills to Deliver Excellence

A customer's impression of any company is founded on how front line staff handle the initial moment of contact.

Our Customer Service Workshop will help your team develop strong customer care skills and boost their confidence in handling any situation that may crop up during their work.

During this course, your team will learn how to deliver superior customer service and achieve a greater understanding of customer needs and expectations. They will gain confidence to deal with any situation in a professional and approachable way.



## Tailored Group Training

This course is only available as a customised, group or in-company training solution. We deliver training exclusively to your team, online or at a venue chosen by you. You choose the training dates, which means that disruption to your team is minimised.



# Delivery Style

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We run this Customer Service Course for in-company (often called “in-house” or “on-site”) training.

This means that we deliver training exclusively to your team on a date you choose.

There are many benefits to choosing an in-company style of delivery.

## How In-Company Training Works

When you get in touch with us about in-company training - either by phone or by requesting a quotation using the button on this page - our expert training consultants will work with you to find the best training solution for your needs.

We will create a programme that addresses the issues and goals at the top of your list, and choose a training delivery method and dates that suits you best.



## Why In-Company?

- ✓ **Tailored for Your Team** - While still adhering to the course syllabus, we can take your business and any challenges you are facing into account when delivering the course. We will make the training delivery relevant to your team.
- ✓ **You Choose the Delivery Style** - We can deliver this training as an in-person, classroom style course (where we come to your location), or by live, virtual classroom training (learn more on the next page).
- ✓ **Flexibility** - In-company training gives you the ability to schedule training at a time that works best for your schedule. It removes the inconvenience of having to take someone out of their role for training at a busy time.

[Get a Quote](#)

# Delivery Style: Live Virtual Training

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Virtual training enables participants to connect to live, trainer-led sessions from wherever they are located.

It's easy to connect and they will gain the benefits of a classroom style of training while enjoying the convenience of learning at home.

## How Virtual Training Works

In advance of training, we will send each participant the information and link they need to join the training.

To connect with our live training, participants will need a steady internet connection and a device with a web-camera, speakers, and microphone. Most home internet connections work perfectly for live virtual training. These days, almost all smartphones, computers, and tablets have built-in web cameras, speakers, and microphones.

Our training consultants will make sure everyone has guidelines on how to get connected. It's an easy, user-friendly process.



## Why Virtual?

- ✓ **Learn from Home** - This is an ideal solution for teams that work remotely. They can connect with real-time training sessions from wherever They are currently based.
- ✓ **Delivered by Experts** - By choosing our live virtual training, your team will learn from subject matter experts. They will also benefit from the ability to ask questions and gain advice from our trainers.
- ✓ **Group Training** - This style of training enables participants to interact virtually with their team. Via our online platform, they will be able to take part in group discussions and exercises without leaving home.
- ✓ **Focused Learning Environment** - One of the key advantages of an in-person classroom style training is the focused learning environment. Live, trainer-led virtual training also provides this high-impact format.

[Ask a Question](#)

[Get a Quote](#)

# What Are The Benefits?

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## ✓ Customer Service Excellence

During this course, we teach the definition and importance of consistently providing Customer Service Excellence.

## ✓ Confidence in dealing with customers

Through a blend of practical and theoretical learning, we will help you to develop your confidence in dealing with any customer care situation successfully.

## ✓ Problem Solving Skills

Challenging situations in Customer Service are inevitable. Our Customer Service training covers techniques for handling these situations with ease.

## ✓ Practical, Usable Customer Service Skills

Our Customer Service Courses are designed to give you a skill set that benefits your everyday work.

At the end of each workshop, you will have techniques that you can put into action immediately.



**Learn More**

**Ask A Question**

# Is It Right For Your Team?

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If you are considering this course for your team, it's worth taking a look at the points below. They may help you assess whether it's the right fit for you.

- ✔ This course is for anyone who interacts with customers either by phone, email or face to face.
- ✔ Core customer service skills are the same in every sector. Therefore, the versatile skills we teach during this course are suitable for participants from every industry.
- ✔ It's important for managers to understand the challenges faced by their team. Understanding and possessing essential customer service skills will help any manager improve their team's performance.

## Still Unsure?

We'll be happy to advise on the best solution for your team. Call us on Freephone 1800 910 810, or click below to ask us a quick question.

[Ask A Question](#)



# Course Content

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## ① The Role of a Customer Care Professional

- The importance of customer service in any organisation
- The role and responsibilities of a customer care representative

## ② Delivering Customer Service Excellence

- The benefits of creating a positive, professional image
- Creating adaptable customer care skills

## ③ Understanding Your Customers

- Viewing the situation from your customer's perspective: their needs and motivation
- Managing expectations

## ④ Communication Skills

### Essential Customer Care Communication Skills

- Listening
- Explaining
- Questioning
- Verifying
- The importance of clarity and a professional tone

## ⑤ Handling Difficult Situations

- Handling challenging customer service situations in a professional manner
- Turning complaints into opportunities



## Tailored for Your Needs

This is an example of our standard Customer Service workshop content.

When we deliver this course as an in-company training programme, we will discuss your challenges and priorities in advance of the training.

[Get a Quote](#)



## 3 Ways to Get Started

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### Talk to Us

You can reach us by phone on Freephone 1800 910 810, or 01 861 0700 (mon - thurs, 9.00am - 5.30pm, fri, 9.00am - 5.00pm).

We will be happy to answer any questions you have and advise on the best option for your team's Customer Service Workshop.

**Freephone 1800 910 810**



### Get a Tailored Quotation

Click the button below to request a tailored quotation for your company's customer service training

We will be in touch with a detailed quotation fitting your team's requirements.

**Get a Quotation**



### Ask A Question Online

If you would prefer to contact us online, request a phonecall, or to get in touch outside of office hours, using the "Ask a Question" button below is the best option.

We will respond with the information you need.

**Ask a Question**

# About Us

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## Professional Development - 34 Years of Innovation and Excellence

We believe that the key to a thriving and rewarding career is continuous professional development.

For over 34 years, Professional Development has led the way in providing practical, innovative courses leading to relevant and respected certifications.

We specialise in delivering training for core business skills including project management, agile, scrum, lean six sigma, management, communications, sales, it service management, and training design and delivery skills.

Our courses are designed to expand your skills, & enhance your career potential



### Our Courses

Our courses are a balanced blend of both theoretical learning and practical application. This focused learning environment optimises the impact of training.



### Our Clients

We provide training for Ireland's leading brands, working with companies of all sizes in every industry. We also provide training for non-corporate organisations.



### Our Team

Our trainers are chosen for their engaging manner and expertise in a chosen field. They bring a wealth of experience to each programme they deliver.



### Our Certifications

In many sectors, international certification is now essential. We provide many options for globally recognised certification in each subject area.

## Stay Connected

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# Contact Us

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**Contact Us**

