

Customer Service Representative

HDAA



Customer Service Representative

Course Overview

Discover how to make every customer interaction a great one.

Front-line customer service representatives interact with your customers every day. Do they have the skills to create first-rate customer experiences? This skills-building and certification course introduces the skills and techniques required to provide outstanding customer service.

HDI Customer Service Representative training focuses on call handling best practices; communication and listening techniques; documentation, problem solving and troubleshooting skills; conflict negotiation; and responses to difficult customer behaviours.

This Course Focuses On

- How to assess customer business needs & exceed customer expectations;
- Critical thinking skills to resolve incidents quickly & consistently;
- Active listening skills & effective communication strategies;
- How to identify & defuse challenging customer behaviour; &
- An awareness of the core processes & best practices used in service & support.

Course Outline

Unit 1: Your Role in the Support Center

Role of the Customer Service Representative
Support Center's Role in the Business
Total Contact Ownership
Call Handling Procedures
Quality Assurance

Unit 2: Communication Skills

The Communication Process
Cultural Sensitivity
Vocal Elements
Active Listening
Incident Documentation
Writing Skills

Unit 3: Problem-Solving & Troubleshooting Skills

Problem-Solving & Types of Thinking
Questioning Skills
Solve Incidents with IMPACT
Additional Strategies

Unit 4: Maximizing Effectiveness

Your Customer's Psychological Needs
Handling Conflict
Difficult Customer Behaviors
Stress Management
Power of Service Attitude

Further Details

For all other information, such as course price, dates, times, certification, learning methods & how to register contact HDAA on **T:** 1300 130 447 or **W:** www.hdaa.com.au



About HDAA

Founded in 1999, HDAA is an independent association specialising in the Service and Support Industry.

HDAA has achieved a strong reputation for providing independent, authoritative information and advice within this industry and supports its member organisations and individual professionals with a range of services to meet their ongoing challenges in this ever-evolving sector.

HDAA is an HDI Gold Partner and also sits on the HDI International Certification Standards Committee (ICSC). We are an Accredited Training Organisation (ATO) for a variety of service and support certifications and PeopleCert accredited for all our IT Service Management (ITSM) programs.

Our membership covers 100's of organisations in Australia and New Zealand and we've had the pleasure of training 1000's of service and support professionals.

Consulting Services

Based on extensive experience and a detailed knowledge of the service and support industry, HDAA provides a variety of consulting services enabling high quality decision making and bottom line results.

Such services are based on internationally recognised frameworks, best practices and methodologies and include Service Desk Reviews, Knowledge Management Integration - using the Knowledge Centred Service (KCS) methodology, workflow mapping for policy, process and procedure documentation and generalist HR (eg. recruitment and training assistance).

Training, Workshops, Coaching & Mentoring Services

HDAA provides a range of training courses, workshops and events, including tailored, in-house training and workshops. Our courses are internationally recognised qualifications aimed at professionals who wish to progress in the service and support industry; and specifically to help companies maximise the capability and effectiveness of their response in the service and support industry.

Industry Intelligence

HDAA provides and publishes a range of reports on the service and support industry, including an annual Practices & Salary Report providing an overview of the industry, as well as data and analysis of the market by demographics, incident management, technology, processes, procedures and strategies, performance metrics and more.

HDAA publishes a number of 'on demand' reports, such as Member Requests and one-time Surveys. This includes research, webinars and other such items highlighted in our monthly 'Inside Support' eNews that are pertinent to the Service and Support Industry.

Membership Services

HDAA provides a range of services for its members which can be accessed via our website www.hdaa.com.au.

This online content enables our members to respond swiftly and effectively to new developments in the industry by minimising the time they spend researching and collating the information they need.

Available services and tools such as Workforce Planning (WFP), Service Desk Calculators, Tool Evaluation spreadsheet, Podcasts, 'inside support' monthly eNewsletter, HDI Resources, HDI & HDAA Webinars, SupportWorld Articles and more. N.B. Members must be logged in to access the Knowledge Base content.

HDAA also conducts bespoke research, including areas of the industry where reliable published information is unavailable.

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