

Topic:	Professional service skill
Target Group:	For all service professionals and service team leaders, such as call center, service center and service department
Benefit to participants:	It starts from psychological analyze of customer needs, such as human needs and business needs. To highlight to our service professionals how to understand the customer better, meet he needs, how to say, how to care, how to treat conflict, how to communicate with their client. And how to get the best performance.
Duration:	2 days (9 am ~ 5 pm)
Outline:	<p>Day 1</p> <p>What kind of service id called professional service:</p> <ul style="list-style-type: none"> • 6 human needs from customer • 4 business needs from customer • How to think the way the customer thinks • How to act as the customer hopes • Watch video, role play, case exercise, share, group discussion, Q & A <p>Understand customer styles and relax negative emotion:</p> <ul style="list-style-type: none"> • 6 styles of customer behavior <p>Day 2</p> <ul style="list-style-type: none"> • 7 skills to release negative emotion from customer • Video, exercise, discussion, sharing, Q & A <p>Interaction with customer:</p> <ul style="list-style-type: none"> • Build up good beginning • Active listening to obtain information • Positive interaction • Professional answering skill <ul style="list-style-type: none"> ○ Answering for positive information ○ Answering for negative information • Approach to satisfied ending • Role play and exercise
	End of the training