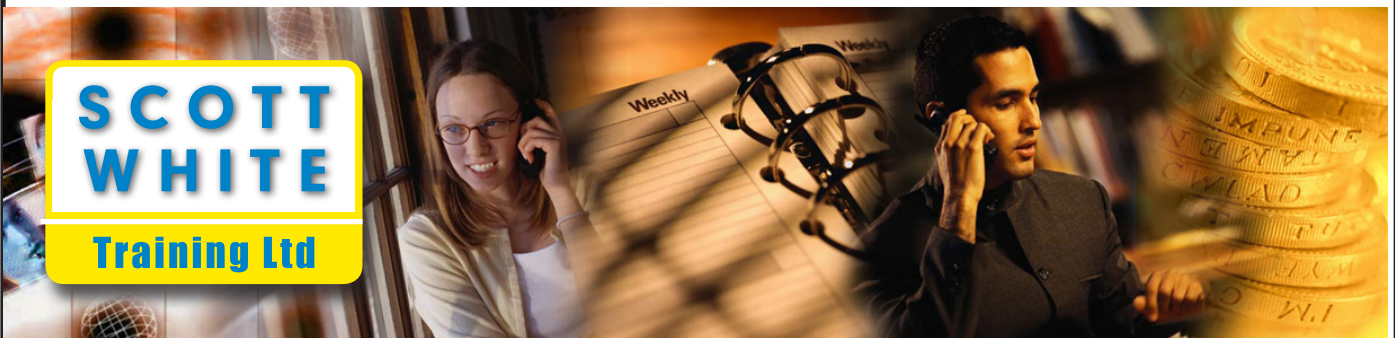


NLP Customer Service Skills

“Makes Communications with Customers so much Easier and achieves the RESULTS you want, faster”



Duration: One Day

Who Should Attend?

This unique course is designed for **Customer Service Staff**, who are required to achieve **RESULTS** through their customer service skills!

Aim

Imagine how it would look and what you would say, when you could communicate, influence and persuade customers to your way of thinking, easily and effortlessly.

To provide delegates with the very latest, tried and tested, tools and techniques from Neuro Linguistic Programming, (NLP).

Powerful tools and techniques, that when applied, will almost guarantee outstanding results!

What is NLP?

NLP is the result of Richard Bandler and John Grinder studying many, very **successful CUSTOMER SERVICE STAFF**.

They uncovered **how** these successful **CUSTOMER SERVICE STAFF** actually achieved the results they were achieving.

So now, we can achieve similar success by learning these methods and applying them in our life and work environments.

Also, we can achieve these results faster than they did, because we only need to copy how they finally achieved their outstanding results.

You will see, hear and experience these unique tools and techniques in action, during the delivery of the course.

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Course Benefits:

Positivity Skills

- How to be a much more positive person, consistently
- How to change personal limiting beliefs, for success
- How to influence negative clients to be more positive
- How to communicate to ourselves more positively
- How to achieve outstanding results and success!

Personal Skills

- How to develop even more self confidence!
- How to develop even more self esteem and belief
- How to handle rejection more positively, enjoy NO!
- How to handle even more, quality customer calls
- How and resolve, successfully customer complaints!

Communication Skills

- How to communicate even more successfully
- Learning visual, auditory and kinesthetic languages
- How to use the three NLP languages, (vak)
- How to build quick and effective rapport with anyone
- How to listen more effectively with eyes and ears

People Skills

- How to use body language (55%) more effectively
- How to use voice tone (38%) more effectively
- How to use words (7%) more effectively
- How to successfully mirror other people, for results
- How to influence people, with integrity, for results

Customer Skills

- How to be effective with a **VISUAL** Customer
- How to be effective with an **AUDITORY** Customer
- How to be effective with a **KINESTHETIC** Customer
- How to be even more effective on the telephone
- How to be even more effective face to face