

Effective Customer Care

One or two day workshop

Tailor-made course presented in-house for your organisation

At Midas we believe that effective communication is the core of successful customer care. A committed customer friendly attitude from staff members, supported by responsive systems and procedures will enable an organisation to work towards excellence.

This course takes an interactive approach to Customer Care. This helps participants to use their new skills and knowledge where it really matters, back in their work situation.

This in-house course is normally presented for a maximum of 12 participants. This allows the maximum time for individual feedback and help to the participants throughout the course.



For more information email Midas on enquiries@midas-training.co.uk or telephone us on + 44 (0)845 468 0235

Who will benefit

Any group of staff with regular customer contact, whether face to face or on the telephone, or both.

Topics to select for your workshop

Here are some of the modules we recommend you consider for your tailor made training course. Topics can be added or removed following discussion with your Midas consultant.

- Analysing the impact of customer care on your organisation
- The art of providing an excellent customer service
- What are Moments of Truth and why they matter
- Identifying and overcoming the barriers to good customer care
- Diversity issues in customer care
- Communicating with customers
- Making a positive first impression
- Advanced listening skills
- Using effective behaviour styles
- Positive verbal skills.
- Dealing with difficult customers
- Gender communication – getting your message across to men and women effectively
- Effective influencing skills
- Creating a rapport with your customer
- Negotiating with the customer
- Systems and procedures to support Customer Service

To start planning your customised training event, email Midas on enquiries@midas-training.co.uk or telephone us on + 44 (0)845 468 0235