



Client and service orientation – the key to success!

2-day-seminar to angle your way of thinking and acting towards your (internal and external) clients and their needs – for more positive feedback and more success!

For companies, managers, employees and teams, who want to distinguish themselves and ensure continued success by providing an outstanding service.

In every position and in every industry there are internal and external clients. A well-developed service mentality defines the success and image of a company and of individuals in a decisive manner. Often only small gestures are required to make a big difference for the client. We look into these small elevating screws more closely, but also into topics such as universally valid, company specific service standards, the principle of a benefit-oriented client interaction, obligingness, and the constructive dialogue with challenging clients to achieve a win win situation. For more success and fun in the workplace!

Content:

- Client- and service orientation – what does this mean?
- Who is the client?
- What do you think about the client? Attitudes and feelings, and how to deal with them.
- Content- and relationship aspects
- Small gestures and behaviour recommendations with big effects
- Service standards – meeting or better exceeding clients needs
- Re-acting versus acting
- Assuming responsibility: decision making authority in the interaction with clients
- Benefit oriented interaction as the new standard
- Create “Meeting points” out of interfaces!
- Effective, benefit oriented talks – for more bindingness
- Handling objections
- Definition of company specific service standard

Methods :

- Presentations
- Individual and group exercises, group discussions
- Role-plays with feedback from peers
- Moderated exchange of practical experience
- Learning agreements
- Creativity methods such as brainwalks, collages

Results:

- You can name your clients (internal and external) and are aware of individual client needs
- You know effective ways of dealing with the customer in a benefit-oriented, constructive way
- You know how to manage interfaces (or better “meeting points”) to the internal and external customers to create win win situations and a high quality level of collaboration
- You can deal with challenging client situations in a very constructive and solution-oriented manner – creating wow effects for your customers
- You are fully aware of your company service standards, and know how to apply these at all times



Your trainer:

Patrizia Kaiser, HR Manager with 15 years of practical experience throughout the employee life cycle, trainer & lecturer, MBA, BA (Hons)
Director at HR & Perspektiven

The frame of the seminar

- 2 days, in your company or an external location
- Contents / focal areas can be adapted to your needs
- 3-12 participants
- Price: 3.200 Euro (net) incl. handouts and post-processing
- References on request

