

NNC Customer Service Programs

Our customer service excellence training programs leverage best practice emotional intelligence and neuroscience techniques that create experiences to delight customers, develop brand advocacy and dramatically increase your organisation's net promoter score.

Themes/Topics Typically Covered:

Mindset

- Resilience
- Emotional State Management
- Self-awareness
- Unconscious Bias
- Need for Approval
- Retention Mindset

Skillset

- Building Instant Rapport
- Conversational Rapport
- Confidently Setting Expectations
- Problem vs Solution-Oriented Approach
- The Art of Chunking
- Questioning Techniques
- Insight Stories
- The Value-Add Conversation
- Differentiating Value
- Gaining commitment
- Neutralising and Reframing Concerns
- Conducting an Outbound Conversation

Programs Often Include:

- Briefing session with participants for engagement
- Instructor-led facilitated workshops
- Online module program
- Program embedding activities



Blended Learning Option

Ask us about our suite of customer service e-learning courses that can be used as a stand-alone option or as part of a blended learning program approach.

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