![Neural Networks logo — Transform your organisation]

Customer Service Programs

📞 **+61 3 9555 7955**

Our customer service programs use a blend of personal and professional development techniques underpinned by Emotional Intelligence. They enable consultants to:

- build authentic relationships
- clarify true (stated and unstated) needs
- link a solution to customer's logical and emotional needs
- confidently encourage commitment

Face-to-face, online and blended learning options available.

- Briefing Session
- Thinking Styles Profile
- Workshop Series
- Group Coaching
- Embedding Initiatives
- Blended Learning Options

Neural Networks
Transform your organisation

Typical Themes Covered

- We take an integrated approach to embedding your desired customer service culture by reviewing and defining the following:
- Desired capabilities and underpinning talents of your teams
- Ways to operationalise and embed components of the program, so it becomes part of your business as usual
- How customer conversations should sound through conversational mapping

Here are some common topics our customer service training might address for your business.

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

Contact our team to arrange a free discovery call

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