

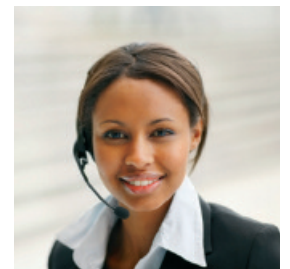
Customer Service Beyond Excellence

Customer service is critical to virtually every business and often represents the difference between prosperity and failure. The Skills Academy regularly receives requests from firms to help them develop their customer service skills, not least because it is an area where the financial services sector has been weak. As a result we have searched far and wide to find outstanding training modules and we have now put together a four day programme which we believe brings together the best of the best.



return on investment

award winning content



The first three days ('Communication', 'Fundamentals', 'Challenges') are based upon the award winning STARS programme created by Admin Re which won the award for Training Programme of the Year for Financial Services and the Overall Training Programme of the Year Award at the Customer Service Training Awards. In addition the programme is accredited by the Institute of Customer Service.

The last day ('Psychology') is based upon Inspire International's highly-renowned Mindspan programme, which focuses on human psychology, personal excellence and peak performance.

The *Customer Service – Beyond Excellence* programme can be purchased in full or in part and the content will always be tailored to your firm's unique needs. Whether you want to address a weakness or develop a strength you can have complete confidence that these training modules will help your business by improving the skills, knowledge and mindset of your employees – thus ensuring a culture that has customer service right at its core.

Training Modules

1 Communication

- Creating rapport and first impressions
- Barriers to communication
- Communication styles
- The five Ps of delivery
- Listening & questioning skills

2 Fundamentals

- 'Sensible' and 'sensitive' trust
- Customer alignment
- Managing expectations
- Constructive relationships
- Assertiveness

3 Challenges

- Dealing with challenging people and situations
- Emotionally charged behaviour
- Conflict styles
- Moments of truth
- Treating customers fairly

4 Psychology

- Perception impactors
- Workplace and life desires
- How thinking drives results
- Key customer needs
- Positive first response
- How customers prove themselves right

Benefits

- Access to award winning, high quality training content
- Cost effective pricing that leads to a return on investment
- Content tailored to your firm's unique needs
- Flexible 'mix and match' approach to delivery
- Improved customer service skills leading to higher customer retention, more compliments and fewer complaints
- The credibility and quality of service, support and assistance that comes from the Skills Academy

Pricing

Days 1, 2 and 3 – £1,675 each
Day 4 – £1,975

Contact Details

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cost effective

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Skills Academy
FINANCIAL SERVICES

 **INVESTORS
IN PEOPLE**

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