BLACKBIRD FOR TRAINING

Customer Service – Handle with Professionalism

11 – 15 January 2027
Kigali (Rwanda)



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Ref: 3254872_324228 **Date:** 11 – 15 January 2027 **Location:** Kigali (Rwanda) **Fees:** 4200 GBP

Introduction

In today's fast-paced and competitive environment, delivering Customer Service Excellence is no longer optional—it's essential for organizations that want to stand out and thrive. But what is excellent customer service really about? It goes beyond resolving complaints or inquiries; it's about creating memorable experiences that build trust and drive loyalty.

The Customer Service - Handle with Professionalism course is designed for executives, team leaders, and professionals across government and private sector organizations in the Middle East and North Africa MENA. This course meets the needs of employees at all levels, from early-career professionals seeking to improve their customer service skills, to senior managers aiming to strengthen their leadership capabilities.

You'll gain practical tools and insights to deliver excellent customer service, apply the latest global practices, and achieve excellence in customer service in your role and organization. Whether you're leading a customer service team or seeking to grow in your career, this course will help you develop the qualities of excellent customer service and create a culture of professionalism that sets you apart.

Course Objectives

By the end of this Customer Service Training, participants will be able to:

- Understand the core concepts of excellent customer service and its strategic importance.
- Define what excellent customer service means and why it matters in your industry.
- Master excellent customer service skills to engage with customers effectively.
- Analyze real-world challenges and provide innovative solutions to improve satisfaction.
- Enhance customer service skill training for better performance.
- Build a culture of excellence in customer service within your organization.
- Learn how to handle difficult customers and transform conflict into positive experiences.
- Apply global best practices and strategies to strengthen your customer service impact.



Course Outlines

Day 1: Customer Service Fundamentals and Professionalism

- Introduction to customer service excellence and its impact on organizational success.
- Key qualities of excellent customer service that build customer loyalty.
- Identifying customer expectations and how to exceed them.
- Professional communication and active listening skills.
- Real-world exercises to practice good customer service skills.

Day 2: Effective Communication Strategies

- Principles of clear and persuasive verbal and non-verbal communication.
- Techniques to build rapport and trust from the first interaction.
- Asking the right questions to understand customer needs.
- Managing objections and turning them into opportunities.
- Interactive activities to enhance customer service skill training.

Day 3: Handling Difficult Situations and Angry Customers

- Understanding the root causes of frustration and complaints.
- Strategies for diffusing tension and managing challenging situations.
- Turning negative encounters into chances to build stronger relationships.
- Building trust and resilience during difficult interactions.
- Self-assessment exercises to identify opportunities for improvement.

Day 4: Building a Customer Service Culture within the Organization

- Developing a customer-centric approach and culture of excellence.
- Promoting teamwork and collaboration for superior service delivery.
- Setting KPIs and using customer satisfaction surveys to measure performance.
- Leadership's role in creating a culture of continuous improvement.
- Case studies of global best practices in excellent customer service.

Day 5: Evaluation and Practical Application

- Reviewing key concepts and applying them to real-world scenarios.
- Final exercises to integrate strategies into your daily work.
- Feedback sessions to strengthen personal and team performance.
- Creating action plans to apply new skills and drive continuous growth.
- Exploring customer service certification and professional development opportunities.



Why Attend This Course: Wins & Losses!

- Gain actionable customer service tips and strategies to elevate your role.
- Improve your ability to provide excellent customer service in any situation.
- Build a culture of excellence in customer service that drives loyalty and success.
- Learn technical skills for customer service and how to use them effectively.
- Boost your team's confidence and professionalism with proven methods.
- Apply best practices that can improve organizational performance and morale.
- Strengthen your customer service resume and career opportunities.
- Network with peers and industry experts to exchange ideas and insights.

Conclusion

Delivering Customer Service Excellence isn't just about meeting expectations—it's about exceeding them and creating lasting impressions that foster trust and loyalty. This course is designed to give you practical, real-world tools and insights to transform your interactions with customers and elevate your organization's reputation.

By developing your customer service skills and applying the latest strategies, you'll be able to meet the demands of a competitive market and lead your team to new heights of success.

Are you ready to transform the way you serve your customers? Let's build the future of excellent customer service together!

