

Training Provider	
SINGAPORE PROFESSIONALS' AND EXECUTIVES' CO-OPERATIVE LTD (SPEC)	
Course Summary	
Course Title	Winning Internal and External Customers at Workplace
Language	ENGLISH
Duration of course	9am to 5pm (7 Hours)
Course Details	
Course Overview	This course is designed for anyone who are having a career switch or step out of comfort zone, to be more confident and more professional. It is also to prepare participants to take into consideration the needs and perspectives of both internal and external customers. Participants will reflect on how their thoughts influence their communication, learning to express themselves more effectively during conflicts.
Course Objectives	Participants will understand the needs and perspectives of different stakeholders—businesses, employees, customers, and the community—and how these influence workplace dynamics.
Topics Covered	1) <u>Introduction</u> - The importance of internal and external Customer Service Skills - Elements of Business and Service Excellence Group discussions: Who and what are the needs of internal and external customers in a workplace? The challenges you face at workplace when you are dealing with both internal and external customers in person. 2) <u>R and R with our Customers</u> - Benefits of Great Customer Service - Build Rapport and Relationships with our Customers - Be professional and confident always when attend to customers 3) <u>Different Types of Customers</u> - To identify why are customers difficult - Ways to manage different customers 4) <u>Positive Customer Service</u> - Listen with our heart and response with empathy

	- Communication skills when we are with the customers - Win them over 5) <u>Teamwork in our Customer Service</u> - Regular team meetings and updates - Support each other Debrief (Sharing is Caring): The takeaway from the training and three action plans in the next two months.
Learning Outcomes	Participants will be able to apply the skills and tools when they face challenges at workplace. The purpose and needs of different stakeholders, business, employees, customers and community. They will see the change of their thoughts in words and how they manage when issues arise. The trainer will follow up with the participants after two months to find out how they practise the skills, etc. It will be an hour of complimentary online group sharing and coaching with the participants.
Delivery Method	- Introduction for Speaker and participants: 15 mins - Lecture: 3.5 hours - Trainers will share with the participants via 5 modules, bitesize on the importance of being positive and having the right mindset (ie receptive) in their role at all times. - Group discussion and presentation: 2.0 hours - There will be group sharing discussions on how to be professional and confident in handling difficult customers in person, writing and over the telephone, etc. - Tutorial (Role play and Worksheets): 1.0 hour - There will be hands on worksheet for them to write down their thoughts on the various topics that the trainer covered. - Debrief: 15 mins (ie participant's thoughts and take away, etc)