



Soft Skills for Customer Service

Course Description

In this course, you will find out more about using soft skills, such as the different types of communication and listening techniques to deal effectively with customers and difficult situations.

Accreditation and Approval

- Solicitors Regulation Authority (SRA)

Course Duration

This course will take you approximately 35 minutes to complete. This course can be re-studied at any time.

Overview of Content

- Understand our five key drivers of customer satisfaction
- Identify the different styles of communication
- Use face to face communication more effectively
- Use the telephone to communicate more effectively
- Use clearer and more effective written communication
- Use the LEAP model to communicate with challenging customers

Assessment

There will be a section at the end of the module with short multiple choice questions to test your knowledge. A pass mark of 80% is required to successfully complete the course.

Who is it for?

This course is suitable for all employees, including subcontractors and external partners.

To find out more, contact our sales team at: enquiries@delta-net.co.uk