



The Big Book of Customer Service Training Games: Quick, Fun Activities for All Customer Facing Employees

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That's why customer service training is so important. You're training your employees to deal with some of the most important people in your life – your customers. (Sorry, family.) At this point, you might be asking, Why can't I just hire the right people from the get-go and leave it at that? Well, you should always hire the best fit for each role, customer service included. Conduct role-play activities. This training exercise is highly recommended for all customer service representatives and can be especially helpful for pacifying angry customers. Conducting mock calls that resemble a real customer service issue (and involve a seemingly angry caller) can help acclimate your team to the realities of upset customers. We share everything from customer service training activities to ideas for fun coaching games, as we help to freshen up your contact centre coaching programme. 1. Think About the Different Ways People Learn (VARK). After a big training session, ask advisors to create an action plan about how they are going to put their new skills into practice. So, Helen recommends: "After a big training session, ask advisors to create an action plan about how they are going to put their new skills into practice." We should also be following this up and asking advisors to share an example of when they practised their new-found skills in their next quality monitoring session. For even more customer service training ideas, read our articles Each fun, engaging training game takes just 15-30 minutes to implement. With step-by-step instructions for facilitators and reproducible participant handouts, these activities provide concrete techniques for: maintaining a positive service attitude: speaking and communicating clearly; honing superior telephone skills; learning the best approaches to dealing with difficult customers; and other essentials to successfully provide great front line customer service. Helps trainers and managers teach the basics of providing customer service. This title includes activities that provide techniques for maintaining a positive service attitude, speaking and communicating clearly, honing superior telephone skills, and learning the best approaches to dealing with difficult customers.

Customer service training games will help your frontline service workers keep a positive attitude at all times; speak and communicate clearly, both on the telephone and face-to-face; deal with difficult customers, and much more. Year: 2006.Â How to Use This Book The book contains 50 gamesâ€”long and short, simple and complexâ€”that address ten different categories of customer service. Weâ€™ve endeavored to make the games straightforward and easy to deliver. Following is our advice to you for getting the most out of this book and out of your customer service employees. Tips for Success â€¢ Prepare for your training session by taking the time to thoroughly review each game beforehand. Use these customer service training ideas to keep your team productive and successful year-round.Â PowerPoint is a proven format for customer service training; however, if you are going to take this route, be sure to avoid some of the common pitfalls outlined in this video. Storytelling. If you're looking for a motivational format, you can try storytelling.Â Sensitivity training is an exercise that helps employees understand their professional goals as well as their personal biases. By diving into these topics in-depth, employees can better understand one another and will be more considerate of their differences. Customer Service Bingo. Have fun in your training sessions or team meetings with a version of the old favorite Bingo. Just fill in your details and we will send you two cards, one complete with customer service phrases for your people to spot during role plays, or while listening to calls. The second card is a blank card, on which you can write the behaviors or phrases you'd like people to adopt. Get them to evaluate their own calls, and give prizes for the people who shout bingo first.Â Another in our useful games and activities to supercharge your customer service training. Read More. [?]Subscribe To This Site. Customer Service Training News. Get your copy of DELIVER, so that you can keep up to date with the resources being added to the site. Help your employees to excel in dealing with the public with this stimulating, fun-filled collection of customer service training games. Designed not only to teach important skills but also to spark enthusiasm and a high level of involvement in the participants, these games utilize entertaining and instructive techniques such as role-playing, charades, brainstorming, and d Help your employees to excel in dealing with the public with this stimulating, fun-filled collection of customer service training games.Â This book is just as it purports to be - a book of "games" to assist in the training of Customer Service Representatives. It's a fun book that fits perfectly into the training curriculum to help motivate people. Helps trainers and managers teach the basics of providing customer service. This title includes activities that provide techniques for maintaining a positive service attitude, speaking and communicating clearly, honing superior telephone skills, and learning the best approaches to dealing with difficult customers. Product Identifiers. Publisher.Â Peggy Carlaw is the founder and president of Impact Learning Systems International, a training and consulting company based in California. Vashuda Kathleen Deming is an instructional designer and training consultant specializing in customer service and technical support. Country of Publication. United Kingdom.

The Big Book of Leadership Games: Quick, Fun Activities to Improve Communication, Increase Productivity, and Bring Out the Best in Employees: Quick, Fun, Bring Out the Best In Yo (Big Book Series). Vasudha K. Deming. Customer service training games will help your frontline service workers keep a positive attitude at all times; speak and communicate clearly, both on the telephone and face-to-face; deal with difficult customers, and much more. See all Product description. Product details. Format: Kindle Edition. A useful book to remind trainers of the type of interactive activities they can employ when trying to explain how to deliver good customer service. A little old-fashioned but still useful. Read more. Use these customer service training ideas to keep your team productive and successful year-round. Corporate culture is extremely important for customer service employees. That's because they're working on the front lines with customers, acting as the face of your business. If they don't buy into your company's culture, your customers certainly won't either. Team members playing the role of the customer should feel free to be creative -- all customers are different, and support reps should be prepared to adapt to different situations and personalities before they get on the phones with real customers. 2. No 'No's Allowed. This exercise will teach support reps how to still be helpful if they don't give the customer the answer they want to hear. Supervisors and trainers: turn your customer service reps into your company's biggest asset! Because they're out there dealing with the public, frontline workers such as customer service representatives, salespeople, and technicians have the capacity to make a company look very bad...or very good. As the subtitle states, the games are quick and fun activities for all customer facing employees. I would have rated this book higher but for two small shortcomings. 1) Some of the game descriptions need to be expanded. It would be helpful to have more detailed instructions on what the authors are wanted to accomplish.