

CUSTOMER SERVICE TRAINING

Most businesses today understand that gaining the competitive edge means differentiating themselves from the rest of the pack. And savvy businesses know that the best way to accomplish this is through their people.

But it is not enough to simply hire intelligent, qualified individuals. Providing them with the skills to proactively engage and service customers is critical for the success of the individual and for the success of the organization.

Murphy Associates, a certified Woman owned business enterprise (WBE) that specializes in training and consulting, offers customer service programs to assist organizations in achieving and maintaining their competitive edge through the professional skills development of their people.

Customer Care Basics

This 2-day training program for both novice and seasoned customer service professionals explores the essential skills and abilities that are used by positive, motivated customer service professionals to deliver exceptional customer service. It provides participants with the opportunity to develop and/or refresh attitudes and techniques that facilitate communication and problem resolution while maintaining balance and minimizing stress.



Upon program completion, participants will be able to distinguish their customers, recognize and manage challenges to customer service, interpret key customer service skills, understand the benefits and the results of active listening, use questions to effectively examine issues, utilize cooperative language and listening strategies to manage problems and complaints, deploy specific techniques to manage stress and maintain a positive outlook.

Managing Everyday Hassles in the Workplace

This 1-day training program is intended for professionals in all industries and deals with the effective management of everyday hassles that arise in the workplace between co-workers, employees and man-



agement and/or customers. The program focuses on the key skills and abilities needed to handle/resolve these situations.

Upon program completion, participants will be able to identify reasons for conflict, recognize different reactions to conflict, practice listening skills needed to promote resolution and utilize cooperative language skills to foster ongoing communication.

Did you know that Murphy Associates also offers Occupational Spanish and Cross-Cultural training? Call 978.462.9081 or email: murphyassocs@comcast.net for more information.

M U R P H Y

A S S O C I A T E S

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