

# Course Outline

“think  
learn?  
succeed

“smart training for clever people”

## Cross Cultural Customer Service

1 Day

Working with customers can be both challenging and rewarding. In this workshop you will learn to ‘read’ customers’ needs and expectations, work professionally in high pressure service situations, communicate with customers from a range of cultural backgrounds and handle customer complaints effectively. Explore ways of managing unreasonable requests and angry people. Discover how to manage different types of customers and respond to their needs. Discuss how culture impacts on service expectations. Explore key elements to consider in cross-cultural communication. Find solutions to the real-life challenges you face as a service provider. This is a great course for your entire team to attend together.

### What you’ll learn to do in this course

You’ll come out of this session with powerful tools for working with groups. We’ll bring theory to life and tell you how to succeed. A range of practical tips will be presented to you. You’ll talk through examples and enjoy practical exercises. At the end of the course, you should be able to:

- Identify and work with the needs of diverse customers
- Handle complaints from customers
- Influence angry or demanding customers
- Apply key principles of cross-cultural communication

### Topics you’ll cover

- The psychology of customer service
- Dealing with complaints
- Language that calms angry customers
- Communicating across cultural boundaries
- Solving real life problems

### What others have said about the course...

**‘The course has been great and very informative. Eleanor is very good at explaining and teaching’**  
Ivan. SE Timber 2015

**‘Well run, well presented, excellently lead and managed. Solution focussed’**  
Natasha. Calvary Mater 2015

**‘Interesting, engaging, great practical strategies to practice and implement’**  
Juliette. University of Western Sydney College 2015

**‘Good hands on training with excellent interaction and learning opportunities’**  
Lutan. Thales Australia 2015



Book your training NOW

Call Eleanor Shakiba on 0433 126 841

Download course information at [www.thinklearnsucceed.com.au](http://www.thinklearnsucceed.com.au)