



High Performance Service Skills

Building Competitive Advantage Through Quality Service

In a marketplace flooded with similar products and services, superior customer service is often the only differentiating factor in a customer's decision to do business with an organization.

High Performance Service Skills is a comprehensive training solution that provides service professionals with the skills and strategies they need to set your organization—and themselves—apart through quality service. During the workshop, service professionals explore how to build and maintain rapport, gain a complete understanding of the customer's need or request, identify and explain appropriate solutions and alternatives, and conclude the service interaction in ways that build customer confidence and loyalty.

High Performance Service Skills helps people communicate on a deeper, more human level through EQSKILLS™ communication tools. In service situations, these skills have been proven essential in handling challenging customer reactions, establishing and maintaining a spirit of cooperation throughout the interaction, and demonstrating the kind of commitment to service that keeps customers coming back to your organization.

High Performance Service Skills, like all Impact Performance Group's training solutions, can be customized to reflect your organization's critical issues and needs. Customization enables participants to learn and practice new skills in situations relevant to their own on-the-job challenges. This approach has proved highly effective in helping participants apply their newfound skills to achieving increasingly high levels of performance and key organizational goals.

Program Highlights

During this highly interactive workshop, participants will learn to:

- Connect with the customer, setting a positive tone for the service interaction
- Project a commitment to service and satisfaction with every customer conversation
- Recognize and acknowledge the customer's state of mind to ensure the integrity of the service interaction
- Optimize a powerful questioning strategy to gain an in-depth understanding of a customer's request, concern, or problem
- Overcome barriers to listening that can affect their ability to formulate the most appropriate solution
- Fulfill three critical roles of a service professional—problem solver, information analyst, and business builder—to enhance the customer's level of satisfaction with your organization and the quality of its service
- Respond to customer inquiries with targeted, customer-centered solutions
- Align responses with customers' preferred communication styles to build trust and increase the likelihood that customers will be receptive to the information or solution presented
- Offer the kind of genuine expression of appreciation at a service interaction's conclusion that sets your organization apart from the competition
- Ensure customer loyalty—and future business—by identifying ways to not only meet, but exceed, customer expectations

How Learning Takes Place

High Performance Service Skills offers a comprehensive approach to improving service professionals' performance with customers. The program helps participants master the skills and concepts presented by employing a variety of interactive training methods:

- A prework assignment to set the stage for a successful learning experience
- Short readings to familiarize participants with program skills and concepts
- Applications exercises to enhance participants' understanding of how to apply program skills to their own service situations
- Video and audio to illustrate skill use in realistic service situations
- Discussion to explore ideas and share best practices
- Group exercises to reinforce skill use
- Case studies to apply program concepts and skills to real-world situations
- Role plays to allow participants to practice and evaluate their skill use in realistic service interactions

How Your Organization Will Benefit

When you implement *High Performance Service Skills*, your organization will benefit from:

- A unified—and consistent—approach to the development of your organization's service professionals
- Increased productivity by providing service professionals with the vital skills they need to resolve customer problems or concerns with customer-focused solutions
- Service professionals equipped with the communication skills and strategies needed to differentiate your organization in the marketplace
- Stronger, more profitable customer relationships through EQSKILLS™ communication tools that enhance satisfaction and strengthen customer loyalty
- Service professionals committed to carrying out your organization's service quality mission
- Improved morale by equipping service professionals to provide the kind of above-and-beyond service that delights customer

A Comprehensive Line of Performance Improvement Solutions

Impact Performance Group offers a variety of performance improvement solutions designed to maximize the effectiveness of your training. Organizations that have implemented *High Performance Negotiating Skills* have also benefited from:

- *Process Mapping*: a systematic approach to pinpointing—and implementing—the critical activities, behaviors, and best practices an organization needs to build and sustain strong customer relationships
- *Customization*: training solutions tailored to reflect an organization's unique day-to-day business realities to ensure faster application of skills and strategies
- *Coaching and Reinforcement*: the essential component of ongoing performance improvement, focusing on the communication skills and strategies needed to reinforce effective skill use on the job

Contact us to today to learn how Impact Performance Group can help you create dynamic solutions to address your most pressing business challenges.

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Other solutions available from Impact Performance Group:

- *High Performance Service and Sales*
- *High Performance Coaching*
- *High Performance Service Skills*
- *Advanced Selling Strategies*
- *Advanced Coaching Strategies*
- *Building Business Through Referrals*
- *High Performance Negotiating Skills*
- *High Performance Team Building*
- *High Performance Interviewing*

