

WORKSHOP SESSION DELIVERY

Presentation, Communication & Customer Service skills

Sessions 1 & 2

Location: [REDACTED]

Time: 1.00pm – 3.00pm

Term/year: Term 3 - 2014

Trainer/Facilitator: Sonia Dal Bon

Learning Outcomes:

At the conclusion of workshops 1 and 2, learners will have gained a basic knowledge and skills to enable them to interact with, and provide an informative service to customers/clients within a variety of industries and/or workplaces.

<p>Session 1 Personal presentation</p> <p>Communication skills</p>	<p>Presentation – Acceptable behavior Proper business attire Appropriate workplace dress codes for specific industries</p> <p>Interpersonal & social skills Understanding individual differences and cultures – responding positively Non-verbal communication / Body language Effective communication – gathering information from a variety of sources and by different means</p>
<p>Session 2 Communication</p> <p>Customer Service Skills</p> <p>Customer /client Role plays</p>	<p>Establishing contact with customers – Greeting customers, positive communication Types of customers/clients – business, trades, personal, special needs Identifying customer needs – about products or services required, meeting those needs Customer feedback – good, bad, how to prevent difficult situations.</p> <p>Practical activities in a simulated environment- providing a service, sales, telephone contact etc..</p>