

# I'm Listening



## Who is it for?

“I’m listening” is a bespoke workshop for businesses wishing to grow their sales performance via customer care.

This workshop explores how customer satisfaction is vital to growing your existing accounts and attracting new customers through good communication and service levels.

## What is it about?

So what is customer care? We will look at the best ways to respond and communicate with your customers, so that you can understand their needs. The different ways you can manage your customer information, and the importance of setting your customers expectations and meeting these promises. How to handle customer feedback effectively and ways of offering added value to your customers so they feel appreciated and remain loyal, whilst distinguishing your business from that of your competitors.

## What will I get out of it?

- Know how to communicate to build stronger relationships
- How to set your companies standards and expectations
- How to think long term
- How to maintain customer loyalty
- How to grow your sales through finding out the needs of your customers

## Our feedback

“I rated this course as excellent on all counts. It was relaxed with great participative sessions. I have taken away a list of new ideas.”

Susan Brown, Joe Browns Egg Round

## Key learning outcomes

Classroom Coaching will ensure the delegates will leave with:

- A SMART plan to implement the learning into their business
- Over 30 ideas to grow sales through customer care

A workbook is included to ensure the learning continues in the workplace.

## Follow on courses

- Calls that count – telephone appointment making
- Lift off – face to face selling skills
- Show what you know – one to one coaching

Workshop duration – 4 hours

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Call now to speak to a coach to discuss your requirements and course availability.