

TITLE

Communicating with excellence.

COURSE OVERVIEW

In this workshop you will learn communication techniques to contribute pleasantly to the image customers have of your business, products or services.

You will practice using a style that communicates tact and credibility. Remove or manage communication barriers and use visual, verbal and vocal cues.

The Know-Feel-Do communication model. Five CX actions that contribute to credible brand communication and serve as word-of-mouth free advertising.

COURSE DURATION

4 hours

DELIVERY FORMAT

Classroom

LOCATION

Classroom: 188 Syngrou Andrea Avenue, 17671 Kallithea Attica & e-class platform

COURSE OUTCOME

You will receive an ARKIAS ACADEMY Certificate.

COURSE CONTENT

The power of successful CX communication

Rules of a strong communication

- Identifying communication barriers
- Interacting with the customer at every touchpoint (phone, social media, web, etc.)
- Implementing & communicating your CX actions
- An effective means of communication
- Word of mouth - free - advertising
- Understand, versus Listen o The Know-Feel-Do communication model

Empathic listening: how good listener are you?

- Putting basic listening skills into practice
- Practical exercises - role simulation