



## Workshop Overview

Whilst customer service in the external market is widely known and appreciated, internal customer service gets less press but is equally as important. Excellent external service is delivered when internal relationships run smoothly. This workshop focuses on the need to understand what an internal customer is, why it is important to treat them professionally and in exactly the same way as 'external customers', and how to deal confidently and competently with colleagues from all internal departments and functions.



## Benefits

Delegates completing this workshop will identify ways to improve relationships, reduce interdepartmental miscommunication and conflict, and support the priorities of internal stakeholders whilst identifying improvements within their current relationships.

## Outcomes & Content

- ✓ What is an internal customer?
- ✓ Improve internal and external customer service
- ✓ Apply 'external customer service excellence'
- ✓ How service excellence protects reputation
- ✓ Reduce interdepartmental miscommunication
- ✓ The good, the bad, and the ugly
- ✓ Establishing trust between departments
- ✓ Dealing with internal politics
- ✓ Turn complaints into improvements
- ✓ Handling conflict positively
- ✓ Telephone and e-mail etiquette.
- ✓ Dealing with angry and difficult colleagues
- ✓ Assertiveness and saying 'no'



## Who should attend ?

This workshop has been designed to support employees who work, day-to-day with other functions like customer service, sales support, finance, marketing & HR. This workshop provides delegates with the knowledge, skills and confidence to deal with internal customers in a consistently professional manner.

