



# STEVE FRIEDLAND ASSOCIATES

MANAGEMENT CONSULTING • EXECUTIVE COACHING • TRAINING

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## Delivering Excellent Customer Service

This workshop provides participants with key knowledge, skills, tools, and resources to deliver excellent customer service whether provided face-to-face, by telephone, e-mail or other web-driven technology.

### *Key topics include:*

- Identifying internal and external “customers”
- Understanding and satisfying core customer needs
- Assessing and identifying excellent customer service standards
- Delivering excellent customer service via face-to-face, phone, or web technology
- Overcoming barriers to excellent customer service
- Effectively handling the difficult customer

As a result of this workshop, participants will know how to effectively provide excellent customer service and appropriately handle difficult customer behaviors.

**CORE COMPETENCIES: Communication, Conflict Resolution, Customer Service, Diversity, Influence, Interpersonal Relations, Problem Solving, Professional Boundaries, and Stress Management.**

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*“Steve Friedland has a wonderful flair for facilitating that keeps things moving and on focus while combining human and real life personal stories that keeps training fun and informative.”*

*“Steve is a very motivational and humorous speaker!”*

*“Steve has vast knowledge about human behavior. I would have enjoyed having this program last all week long.”*