
COURSE DESCRIPTION

CHV093 – Service Qualification I – Customer-oriented communication and professional behaviour

Course goal

Through professional behaviour in contact with the customer, individual service employees enhance their competence and thereby increase customer satisfaction. In the first seminar of this series, the focus is on customer-oriented communication and professional behaviour.

Main learning objectives

Participants

- are aware of the conscious and unconscious customer expectations
- develop an individual procedure for fulfilling these customer expectations
- create an understanding of the ideal structure for performing a service operation and thereby optimize their personal behaviour
- get to know methods of effective communication and apply them.

Participant profile

Employees from the service and support area, commissioners/accepters, employees who work on-site with the customer.

Prerequisites

None.

Topics

- Background to change in the service and installation area
- Relationship between attitude and behaviour
- Iceberg theory/customer expectations
- Aspects of myself that I can change
- The five phases of an ideal service performance by ABB
- My personal activities in the individual phases
- Fundamentals of communication techniques (by asking the "right" questions, obtain the information to communicate my own goals)

Course type

This is a face-to-face class room training with min. 9 and max. 12 participants.

Learning methods and tools

Interactive short talks, individual and group work, role playing with video evaluation, self-evaluation, development of an individual action plan.

Laptop or tablet is required to have access to the e-documentation. Please bring your own device.

Duration

2 days