

# Customer Communication with Accountability & Stress Management

## Summary

The best customer caring is not only a skill set, but personal value.

To communicate with customers should involved with the right attitude with personal value. To provide the best service to customer is not the requirement for the job, but with right believing. They believe what they do is to live with the personal value and in the happiness circle of his own.

Accountability is to deliver the result, not only do the job. Accountability is a personal believing. To deliver the best result is not only for company, but for himself also. In this training the trainer will provide a new perspective for the participants, how the accountability could change their life.

CEB had conduct a market research for the customer service in 2013. There are four new concepts for the customer service. Apply the new concepts to the customer communication could enhance the performance of customer service.

Kelly Mc Gonigal had made the comments from her research: "The higher stress could increase the death rate by 43%, but only apply to those believers who believe the stress is harmful."In this training, the trainer will bring the new concept to the participants, and provide many ways to balance professional and personal lives.

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Module	Content	Time	Activity
Intro	<ul style="list-style-type: none"> <li>• Opening</li> <li>• Ice breaking</li> <li>• Ground rules</li> <li>• Course introduction</li> <li>• Discussion: What the challenges are ...</li> </ul>	30	<ul style="list-style-type: none"> <li>• Ice breaking activity</li> <li>• Discussion</li> </ul>
Module 1 Accountability	<ul style="list-style-type: none"> <li>• Definition of Accountability</li> <li>• Responsibility versus Accountability</li> <li>• Difficulties to be accountable</li> <li>• True moment</li> <li>• Depraved Vortex</li> <li>• Wiseman's words</li> <li>• Activities:               <ul style="list-style-type: none"> <li>- True moments</li> <li>- Why Accountable?</li> </ul> </li> </ul>	120	<ul style="list-style-type: none"> <li>• Content deliberate</li> <li>• Discussion</li> <li>• Test</li> </ul>
Module 2 New Concepts of Customer Service	<ul style="list-style-type: none"> <li>• Traditional concept</li> <li>• The challenges</li> <li>• New concepts</li> <li>• Four new principles</li> </ul>	60	<ul style="list-style-type: none"> <li>• Content deliberate</li> <li>• Discussion</li> <li>• Role play</li> </ul>
Module 3 Four New Principles	<ul style="list-style-type: none"> <li>• Decrease the switching of service channels</li> <li>• Solver the root problems</li> <li>• How to enhance the experience</li> <li>• EQ, IQ, CQ</li> <li>• Activity:               <ul style="list-style-type: none"> <li>- Identify the root problems</li> </ul> </li> </ul>	120	<ul style="list-style-type: none"> <li>• Content deliberate</li> <li>• Discussion</li> <li>• Role play</li> </ul>
Module 4 True Moment of Customer Communication	<ul style="list-style-type: none"> <li>• Quickly identify the social styles of customers</li> <li>• Flexible style for the customer communication</li> <li>• Personalized communication</li> <li>• Activities               <ul style="list-style-type: none"> <li>- Test of the social styles</li> <li>- Role play</li> </ul> </li> </ul>	120	<ul style="list-style-type: none"> <li>• Content deliberate</li> <li>• Discussion</li> <li>• Role play</li> </ul>

Module 5 Different Scenario	<ul style="list-style-type: none"> <li>• How to apologize</li> <li>• Handle unreasonable request</li> <li>• Handle unsatisfied customer</li> <li>• How to deliver bad news</li> <li>• Work with the customer for solution</li> <li>• Activity: role play</li> </ul>	120	<ul style="list-style-type: none"> <li>• Content deliberate</li> <li>• Discussion</li> <li>• Preparing script</li> <li>• Role play</li> </ul>
Module 6 New Concept for Stress	<ul style="list-style-type: none"> <li>• Activities: <ul style="list-style-type: none"> <li>- Kelly Mc Gonigal's speech</li> <li>- Stress test</li> <li>- Identify the sources of stress</li> </ul> </li> </ul>	120	<ul style="list-style-type: none"> <li>• Content deliberate</li> <li>• Discussion</li> <li>• Testing</li> </ul>
Module 7 Balance of Life	<ul style="list-style-type: none"> <li>• Center of balance: spiritual, physical, rational and emotional</li> <li>• Methods and skills to enhance spiritual</li> <li>• Methods and skills to enhance physical</li> <li>• Methods and skills to enhance rational</li> <li>• Methods and skills to enhance emotional</li> </ul>	90	<ul style="list-style-type: none"> <li>• Content deliberate</li> <li>• Discussion</li> <li>• Personal practice</li> </ul>
15 minutes break each for morning and afternoon 1 hour lunch break			
Total training hours		13 hours	