



# THE RELATIONSHIP REVOLUTION

## Our Customer Service Skills Development Workshop

A **two day** high-impact workshop  
designed & delivered by our  
**award-winning** client service expert.

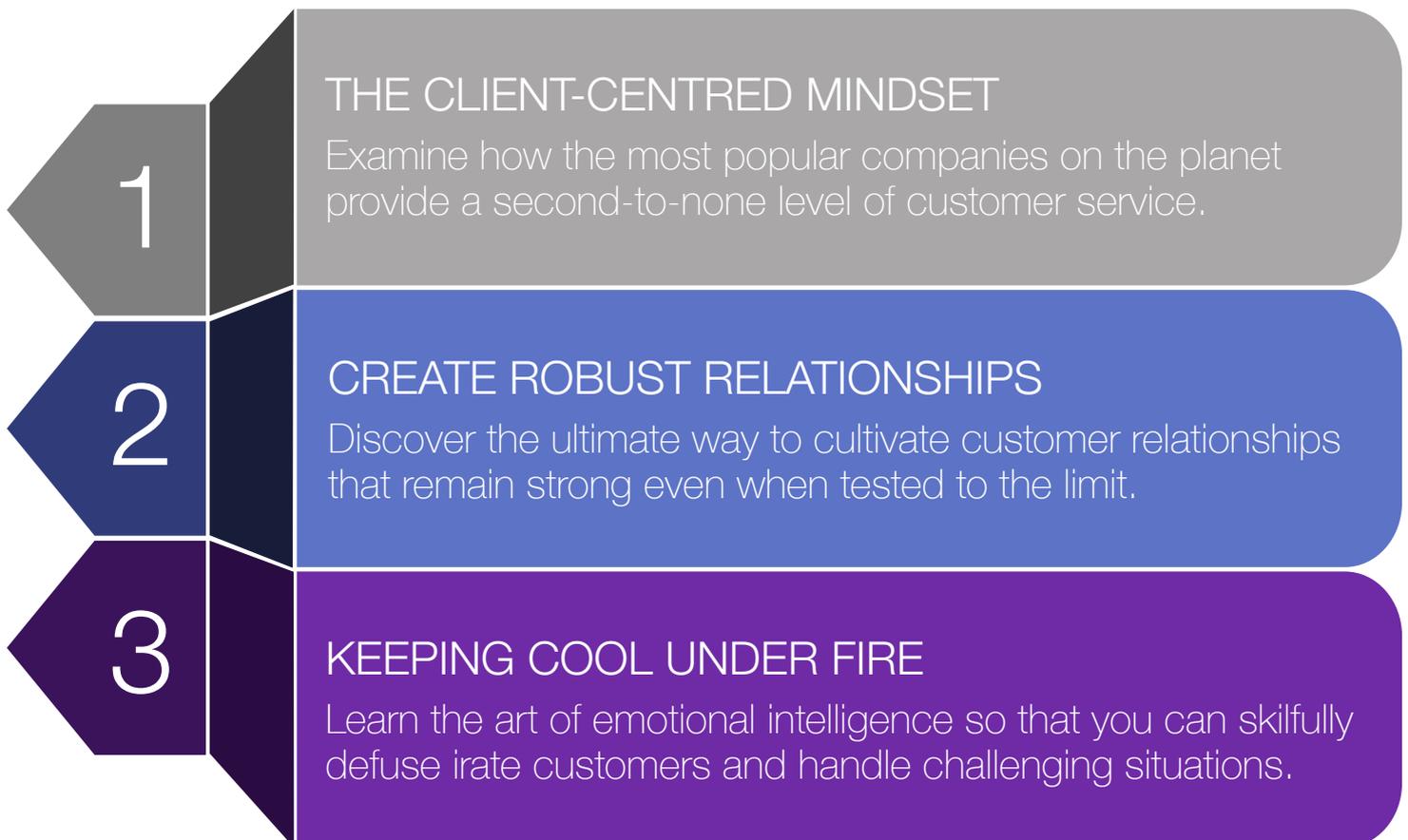
“People will forget what you say, people will forget what you do,  
but they will never forget how you made them feel.”

- Maya Angelou

This is your invitation to take your client service skills to a new level of excellence...



# Our Three Step Customer Service Skills Programme For Client Facing Teams.



Now it's your turn to join  
the relationship revolution.



# THE RELATIONSHIP REVOLUTION

What does it take to offer truly world-class client service and stand out in your industry for authentic, consistent excellence?

## Why is this right for you?

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You want to dramatically increase your customer satisfaction scores.

You want your customers to refer their friends, family and contacts to your company.

You want to keep even the most demanding customer happy.

When it comes to customer service, you know companies that stand out from the crowd and you want to learn their secret to success.

## What does it fix?

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Client service hasn't been a priority until now and as a result referrals are lower than they should be and customer satisfaction results are average at best.

There is an underlying negative attitude amongst client facing employees and this leaks out, especially when customers complain.

There seems to be a blame culture growing where no one accepts responsibility when things go wrong and customers are seen as increasingly hard to please.

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what you say,  
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Maya Angelou

## What will it give you?

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This workshop is designed to provide your client facing team with world-class service skills. They'll receive everything they need to re-invigorate their approach to and execution of uncompromising client service.

This action packed two day workshop will ensure that your team walks away having practiced the skills that they'll use every day to exceed customer expectations, provide an outstanding customer experience and handle difficult, emotionally driven conversations.

Packed with powerful techniques used by the most influential client facing teams in business today, this workshop will change the game for those in your company who interact with clients.

## With The Relationship Revolution you will...

...identify opportunities to skilfully preempt and exceed your clients' expectations and ask for more referrals in a highly influential way.

...examine your client service 'attitude' and make the necessary adjustments to ensure a calm, consistent, client-centred approach.

...learn to establish your credibility and authority in each client interaction whilst remaining empathetic, charismatic, calm and focussed.

...apply deep listening and questioning skills to uncover opportunities to further explore and meet your clients' needs & expectations.

...analyse and learn to flex your communication style to influence a range of customers across a variety of scenarios.

...discover a framework for influencing your clients using an array of communicating channels.

...understand and use the latest practices in rapport building to continually strengthen relationships with your clients.

...learn a powerful formula for saying "no" in a way that safeguards the relationship.

...apply a four-step model for managing emotional clients and improving damaged relationships.

...come away understanding the importance of offering a consistently exceptional client experience from initial contact, through to completion and beyond.

# A

### PRE-WORKSHOP ACTIVITIES

Complete our recommended reading & video viewing list and arrive ready to learn the latest customer service skills.

# B

### TWO DAY WORKSHOP

A face-to-face, on site, highly practical training course designed to maximise the learning experience.

# C

### ON-THE-JOB LEARNING

Follow-on self-directed workplace development with accountability to each other.

This is your invitation to revolutionise  
your customer service skills...



# Back in the workplace, learning is nothing without implementation.

## WE ENSURE CONSISTENT FOCUS ON WORKPLACE PERFORMANCE

Practice and stretch to achieve dramatic results, quickly.



## WE SET UP ACCOUNTABILITY GROUPS ON EVERY WORKSHOP

Producing a group of committed learners sharing a clear & common goal.



## WE ENCOURAGE PARTICIPANTS TO ACTION PLAN & STAY IN TOUCH

Combining their ongoing experiences so that they can learn from each other.



### What makes us different?

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We are master trainers.

An impressive 93% of participants apply what they learn within 3 months of attending our workshops.

We've been designing and delivering high impact leadership workshops for IBM, Apple, Google, Ericsson and Deloitte for over 14 years.

We created The Skills Farm to transform the way that you communicate with, engage and inspire the people around you.

Now it's your turn to make an impact that matters.

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Recommended

All our workshops are recommended by The Institute of Leadership and Management.

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This means everyone who attends our workshops gets free unlimited access to over 3000 of ILM's leadership resources for a full year.



A two day action packed workshop with plenty of hands-on practice which means that learners get actively involved in everything they learn.

Conveniently scheduled and located to fit your business needs.

## THE RELATIONSHIP REVOLUTION

Customer Service Skills  
Development Workshop

£249 + VAT  
per participant per day

(min 6 / max 8 participants)

Personal development workbook included.

Learn from the award winning client service skills trainer from Apple, IBM, Google, Deloitte, and Ericsson.

Contact:

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Proud to be an



Recommended  
Provider