

Delivering Exceptional Customer Service

Customer service is an attitude, not a department. With customers' expectations continuing to rise, everyone in your organisation needs to be able to handle each customer contact in a highly professional way.

This program builds both your skills and motivation to deliver truly exceptional service, both to internal and external customers.

Audience

This program is designed for people who deal with internal or external customers, either in person or over the phone.

We offer this program in two 3-hour sessions in successive weeks. You can attend this program from anywhere: your workstation or from home.

Outcomes

Learn how to:

- Make great impressions
- Understand what exceptional customer service is
- Use advanced listening and responding techniques
- Develop customer relationships
- Manage difficult situations and tough customers
- Take your client service skills to a whole new level.

Investment

\$ 495 + GST

Includes electronic editable participant manual and PDF certificate.

Small group sizes

We limit the group size. This means the workshops are highly interactive and we'll be able to focus on your personal challenges.

Dates / Times

Two 3-hour sessions: 9.30am to 12.30pm

- Wednesday 9 and 16 March 2022 (AEDT)
- Wednesday 25 May and 1 June 2022 (AEST)
- Wednesday 17 and 24 August 2022 (AEST)
- Thursday 10 and 17 November 2022 (AEDT)

Please check our [website](#) for the latest dates.

You will need

- A device with a camera – preferably a laptop or desktop.
- Good internet access.
- A quiet room.

Book a virtual workshop

Choose between:

- Call 1300 655 098
- Send us an email at info@icml.com.au.
- Complete our [online booking form](#).

Virtual group training or coaching

We deliver this program virtually to groups nationwide.

Call us on 1300 655 098 for a quote or send us an email on info@icml.com.au.

Virtual workshops calendar 2022

To book or ask for a free quote:
1300 655 098
info@icml.com.au



Duration		February	March	April	May	June	July	August	September	October	November	December
2x 3hr	Assertiveness Skills	Tue 15 & 22			Mon 23 & 30			Fri 26 Aug & Fri 2 Sep		Thu 27 Oct & Thu 3 Nov		
2x 3hr	Coaching for Performance	Thu 3 & 10			Thu 5 & 12		Wed 20 & 27			Wed 19 & 26		
2x 3hr	Communicating with Impact	Mon 14 & 21			Wed 11 & 18			Fri 12 & 19			Tue 29 Nov & Tue 6 Dec	
2x 3hr	Courageous Conversations		Fri 18 & 25			Mon 20 & 27		Fri 9 & 16			Thu 24 Nov & Thu 1 Dec	
2x 3hr	Delivering Exceptional Customer Service		Wed 9 & 16		Wed 25 May & Wed 1 Jun			Wed 17 & 24			Thu 10 & 17	
2x 3hr	Developing High Performance Teams		Thu 10 & 17		Tue 17 & 24		Tue 19 & 26			Wed 5 & 12		
2x 3hr	Effective Business Writing	Fri 4 & 11		Fri 29 Apr & Fri 6 May			Fri 22 & 29			Fri 7 & 14		Fri 2 & 9
2x 3hr	Emotional Intelligence		Fri 11 & 18			Tue 7 & 14		Mon 22 & 29			Fri 18 & 25	
2x 3hr	Essential Leadership	Fri 25 Feb & Fri 4 Mar			Thu 19 & 26			Tue 16 & 23			Tue 15 & 22	
2x 3hr	Finance for Managers		Wed 2 & 9		Fri 27 May & Fri 3 Jun				Thu 1 & 8		Fri 4 & 11	
2x 3hr	Influencing and Negotiating		Tue 1 & 8		Tue 3 & 10			Wed 3 & 10			Mon 7 & 14	
2x 3hr	Leading Change	Thu 17 & 24		Wed 27 Apr & Wed 4 May			Thu 14 & 21			Tue 4 & 11		
1x 3hr	Leading & Managing Virtual Teams	Wed 2			Fri 13			Tue 2			Wed 2	
2x 3hr	Managing Conflict		Thu 24 & 31			Tue 28 Jun & Tue 5 Jul		Wed 31 Aug & Wed 7 Sep			Mon 21 & 28	
2x 3hr	Presenting with Confidence	Fri 18 & 25			Mon 9 & 16			Mon 8 & 15			Wed 16 & 23	
2x 3hr	Project Management Essentials		Tue 15 & 22			Wed 15 & 22			Wed 14 & 21			Wed 7 & 14
2x 3hr	Resilience and Dealing with Change		Wed 16 & 23			Thu 16 & 23		Thu 11 & 18		Tue 18 & 25		
2x 3hr	Speak Up, Be Heard and Feel Confident		Wed 30 Mar & Wed 6 Apr			Fri 10 & 17			Mon 5 & 12		Mon 28 Nov & Mon 5 Dec	
2x 3hr	Time Management - Working Smarter	Thu 24 Feb & Thu 3 Mar				Thu 2 & 9		Tue 30 Aug & Tue 6 Sep			Fri 25 Nov & Fri 2 Dec	
1x 3hr	Working Productively from Home	Wed 9			Mon 23			Tue 9			Thu 8	
2x 3hr	Writing Winning Tenders and Proposals		Fri 25 Mar & Fri 1 Apr				Fri 8 & 15			Fri 21 & 28		

