ICML
INSTITUTE FOR COMMUNICATION MANAGEMENT AND LEADERSHIP



SALES AND CUSTOMER SERVICE

Service Excellence Across the Organisation

Create exceptional service experiences for colleagues and internal teams.

WHO IT'S FOR

Teams and staff who provide services to colleagues.

DURATION

3 hours, or tailored to your needs

FORMAT

On-site: we come to you, virtual or hybrid.

PARTICIPANTS WILL DEVELOP THE SKILLS TO

- Treat colleagues as customers and understand what they need
- Set clear service expectations and keep to them
- Respond promptly and clearly to internal requests
- Handle internal complaints and difficult requests constructively
- Work across teams to fix hand-offs and delays
- Build a service culture that colleagues notice

ABOUT THIS PROGRAM

Teams such as HR, IT, finance, facilities and operations serve colleagues every day, yet internal requests drift, hand-offs stall and 'internal' too often means second priority. Our internal customer service training brings the service mindset of the front line to the back office. Participants learn to understand what their colleagues need, set clear expectations, communicate well, handle requests and complaints, and build a service culture where colleagues feel supported. The result is faster, friendlier and more consistent service across the organisation.

Tailored to your organisation

We build in your service standards, request processes, values and the language your people use, along with the services your teams provide, so the learning fits how your organisation works.

Talk to us about this program

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Enquire online