
Customer Service

Corporate Dynamics, as well as other Organizations have identified the Coaching of Customer Service Representatives by their direct Supervisors, Trainers, and their other staff as a critical practice for the success of their Organization.

- In all the Clients we have worked with, the higher performing Customer Support Organizations have an effective program, and build in the time to have one on one constructive coaching with all their people.

- And in almost all cases, those Organizations with ineffective, ad-hoc or informal coaching processes tend to be lower performing, especially from a Customer perspective. We also see in lower performing Organizations that the Supervisors are pulled in other directions for meetings, handling escalated issues, and other activities and not having the time for effective coaching of their team.

CDI has several very successful Training Solutions and Programs that specifically addresses the coaching of Customer Service Representatives and Sales Teams located in Custom Training and Solutions.

CDI has helped organizations drive business results by improving their customer service delivery. CDI uses its proprietary service model to target Professional Customer Service Solutions that positively impact your customers through your people and processes.

CDI partners with you to:

- Define and embrace a new service culture
- Enhance your service delivery processes
- Develop your people through innovative, action-oriented, skill-based training

- Motivate your team to solidify your service culture through continued performance improvement
- Implement effective measurement and evaluation methods

Instituting an effective customer service initiative starts with understanding your environment. CDI works with you to set the target results that your customer service initiative will have on your organization's bottom line. We help you define the service culture and image your company would like to project to the market place.

Outstanding customer interactions establish a positive image and reputation for your company. Implementing a consistent behavioral and operational standards lays the foundation. Through our proprietary methods and workshops, CDI helps your organization define and quantify standards for managing and measuring performance.

Our process helps you to examine how to:

- Optimize each individual's professional image
- Effectively handle various customer situations based on your scenarios
- Assess needs and develop personal improvement plans for your service providers

- Communicate effectively
- Manage customer expectations
- Defuse anger
- Reinforce a continuous customer service improvement environment