

# IMPRESS LIKE A PRO



CUSTOMER SERVICE

Confidence is essential, but a true Pro knows how to dress, speak and communicate effectively. Not everyone is blessed with the Golden Ratio, but this programme will focus on how staff should carry themselves to act as ambassadors for their organisations.

Participants will be taught in a judgement-free environment how to act in a way that exudes confidence. There is no shame in people's flaws, but research has shown people tend to believe their initial snap-judgement, which is why the first impression always counts.

Through this programme, staff will be sensitised to the subtle ways they can influence their clients to view them more favourably. It delves into human psychology and communication strategies so that every participant can leverage simple tools and tricks to become an effective and respected ambassador for their organisation.

## LEARNING OUTCOMES

- Explore the impact of your professional image and persona.
- Master the art of projecting confidence and an appropriate professional image.
- Learn how to communicate effectively with customers.
- Pick up tips on how to leverage the tool of body language.
- Learn to become an active listener to meaningfully engage.



### PROGRAMME HIGHLIGHTS

- First Impression Counts
- Our Internal Standards
- Watch Those Words
- Body Talk
- Active Listening
- Putting It Together



### METHODOLOGY

- Group Discussions & Reflection
- Interactive Learning
- Hands-on Application



### TARGET AUDIENCE

- Customer-facing Staff
- Non-Customer facing Staff
- Customer Service Managers
- Service Quality Managers
- Managers
- Client Relations Team



### DURATION

1 Day

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