



# GREAT resilience – how to be buoyant in customer service

*An interactive half-day, face-to-face workshop or 90-minute virtual session*

## Overview

In a customer facing role, resilience is key to success. When speaking with lots of customers every day, the chances are there will be a few 'No's', or maybe complaints and challenges. Over time, resilience is eroded, diminishing positivity, performance and the service your people provide. Buoyancy is being able to stay afloat, enabling your people to give GREAT service, regardless of the outcome of the previous customer interaction.

## How will it help?

This workshop will help your people to:

- Identify how their mindset impacts their own buoyancy
- Describe how to increase their own buoyancy and be ready to deliver GREAT service to every customer, every time
- Demonstrate increased levels of buoyancy using examples specific to their role

## Who should attend?

Anyone in a customer-facing role who has attended the GREAT customer service workshop.

## What happens in it?

A highly interactive and practical session, using real scenarios relevant to your people in their role. Your people will learn three key strategies that will help them to be more resilient and buoyant and have the opportunity to practise the strategies in the context of their everyday customer interactions.

## How's it delivered?

### Option 1 – Face-to-face

A half-day session for a group of up to 12. The session is approximately 3-hours and each participant will receive a printed take-away summarising the three strategies.

### Option 2 – Virtual

A 90-minute session for a group of up to 12. The virtual option is just as interactive and each participant will receive a PDF take-away summarising the three strategies.

**Any questions? Please just give us a call on **01582 463464** – we're here to help!**

Or visit [www.thecustomerservicetrainingcompany.co.uk](http://www.thecustomerservicetrainingcompany.co.uk)



### Session outline

This is the overview for the half-day, face-to-face session. Timings are approximate and will flex depending on the needs of the group. Virtual delivery follows the same content and sequence but with different timings and excludes the *practise* section.

#### 1 Welcome to GREAT resilience (45 mins)

- What will you learn? Session overview and objectives
- *Activity: What is buoyancy?*
- What we mean by 'buoyancy'
- *Activity: How buoyant are you?*
- *Activity: How buoyancy feels and the impact it has on customer experience*

#### 2 Three strategies (90 mins)

- Control your response
  - *Activity: How you typically respond to setbacks*
- The Success Principles and controlling your response

– *Activity: Control your response – impact on you, the customer, the situation*

- Change your words, change your world
  - Reframing negative events
  - *Activity: Reframing times when a customer has said 'no'*
- Prepare for curveballs
  - Prospective hindsight
  - *Activity: Pre-empting a 'no'*

#### BREAK (15 mins)

#### 3 Practise (F2F only – 45 minutes)

- *Activity: Practise buoyancy – apply what you've learned to real situations that you face every day*

#### 4 Action plan and close (15 mins)

- Reflect and prepare actions
- *Activity: surprise!*
- Close

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