



## Emotional intelligence for GREAT customer service

### Overview

Rational, problem-solving intelligence is not enough! You need EI – the ability to monitor one’s own and others’ feelings and emotions, to discriminate among them, and to use this information to guide one’s thinking and actions. This bite-sized virtual session will help you explore what it means for you and understand how to use EI to help your effectiveness in customer service situations.

### Objectives

- Identify your own emotional intelligence awareness, including ‘blind spots’
- Learn how to use emotional intelligence to bring out the best in customer service situations
- Know how to demonstrate empathy in a wide range of situations and recognising its importance in understanding and responding to customer concerns
- Discover how to develop your own EI

### Who should attend?

Anyone with regular customer contact in a public service or VCSE context.

### Format

A 90-minute virtual workshop.

### Trainer

This customer service training programme is designed and led by lead consultant [Amanda Dudman](#).

### Workshop outline

#### 1 Introduction

- Today’s learning objectives
- Where do emotions come from?
- What is EI?

#### 2 The EQ model

- Self-awareness
  - Recognising your emotional triggers
  - How do people experience you?
- Self-regulation
  - Self-coaching
  - Self-motivation
- Awareness of others
  - Recognising emotional reactions in others
  - Showing empathy
- Relationship management
  - Help others deal with their own emotions and distinguishing them from your own
  - Build trust by showing vulnerability

#### 3 Summary and feedback

- Summary of key learning points

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

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