

esp advance - Training Course Portfolio

Code	Customer Care Courses	Suggested Course Length	Description / Content
C1	Interviewing Skills	1 day	Communication Skills, Questioning and Listening Skills, Body Language, Practical exercises
C2	Dealing with Challenging Customers	1 day	Assertion skills, Understanding Aggression and Violence, Dealing with Fear, Dealing with Criticism and Complaints, Dealing with Stress, practical exercises
C3	Effective complaints handling and prevention	1 day	Distinguishing between complaints, enquiries and appeals Dealing with social, corporate and individual landlords Dealing with claimants' personal & professional representatives Defining the key issues and summarising the complaint / appeal Identifying priority action Finding the info & evidence needed to decide a complaint Coming to a decision Using the evidence gathered to improve future performance

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Code	Customer Care Courses	Suggested Course Length	Description / Content
C4	Letter writing and communication	½ - 1 day	Structure & Grammar Jargon & ambiguity How to get your message across & create the right tone Plain English A dictionary of useful every day words and phrases Aids to effective written communication
<p>Each customer care course is designed with the client to cover areas they feel their staff have most need.</p> <p>We offer a selection of components that can be chosen to cover these areas.</p>			

ESP's courses can be adapted to include any additional requirements or tailored to meet your specific needs.
 Our trainers will be happy to discuss these and all aspects of the course with you.

The length given for each course serves as a guide only and will depend on various factors, such as whether the course is:

- ▶ an introduction for new starters or a refresher for more experienced staff
- ▶ for reception, telephone, clerical, assessing or appeals staff
- ▶ tailor-made to include local policy and procedures

Note that for efficiency, half-day courses are not trained on their own, but added to another half-day course (same or different subject)