

PROSKILLZ ACADEMY



CUSTOMER RELATIONSHIP MANAGEMENT

COURSE BROCHURE

Course Overview

Rising competition is forcing companies to pay more attention to satisfying customers, by providing exceptional customer service. Servicing customer is part of every purchase and interaction with your business. It can take a few seconds or days. Warren Buffett said it best: “It takes 20 years to build a reputation and five minutes to ruin it. If you process that, you will do things differently.

Our Customer Relationship Management course has been specifically created to provide you the knowledge and skills required to succeed as a Customer Service expert.

Course Outline

- What is Customer Service?
- Benefits of Customer Service
- Customer Service Metrics
- Effective Communication Approaches
- Barriers to Effective Communication
- Frontline Customer Management & Effective Telemarketing
- Delivering Effective Customer Service
- Self-Assessments & Case Studies
- Meeting Customer Expectations
- Managing Difficult Customers & Situations
- Problem Solving Framework
- Assertiveness Methods
- Applying Neuro-Linguistic Programming (NLP) Techniques
 - Examples of NLP
 - Body Language
 - Gestures
 - Facial Expressions

What you get

- ✓ The ProSkillz Academy Course Manual
- ✓ Industry Case Studies
- ✓ Instructor-led Classes from Experienced Tutor
- ✓ Certificate of Course Completion
- ✓ Refreshments

Course Delivery

Our course is a comprehensive instructor-led 2-day workshop leading to issue of certificate. Participants would learn from industry experts through business case studies and practical scenarios.

Attendance Option

Weekend | Weekday

2 Days 2 Days

Days & Time for Classes

	Training Days	Training Time
Weekday	Thurs- Fri	10 am - 4 pm daily
Weekend	Sat & Sun	10 am - 4 pm 12 pm - 5 pm

Location

Ikoyi, Lagos

Course Fee

Registration	Tuition
₦20,000	₦80,000

Enrolment Process

1. Pay the enrolment fee (N20,000) 2 weeks before training starts
2. Send your payment details to finance@proskillzacademy.org
3. Visit www.proskillzacademy.com, click on “Register” tab and complete Enrolment form.
4. Upon confirmation of your enrolment an electronic receipt will be sent to your mail box.
5. Pay the tuition (N80,000) on or before training starts
6. Tuition can be paid once or in instalments
7. Instalment should be done in 2 equal payments

Account Details

Account Name: Right Skillz Business Consulting

Account Number: 0099830952

Bank: Diamond Bank

Training Goals

- ❖ Learn how to utilise assertive styles in difficult situations
- ❖ Build your confidence and being able to say no when required
- ❖ Understand how customers perceive your behaviour & how to win them over
- ❖ Learn customer-centred communication methods that improve your service standard
- ❖ Practise how to turn customer service disappointments into positive experience & re-engage
- ❖ Understanding how service satisfaction increases customer retention and loyalty

Why choose ProSkillz Academy?

- ❖ As a trusted brand, we are known for our focus on quality teaching and ensuring YOU pass.

- ❖ We have the best tutors in the industry which is reflected in our international teaching standards.
- ❖ We provide pre, during and post course support for your convenience.
- ❖ All our training is practical because we use real industry case studies.
- ❖ As a learning centre, we have a significantly high pass rate.
- ❖ 93% of our participants come back to us for further training, and we provide value for money.
- ❖ We have some of the most comfortable training venues.

Contact Us

- 📞 Call us on +234 (0) 908 257 2437
- ✉ Reach us via info@proskillzacademy.com
- 🌐 Visit www.proskillzacademy.com