

# ***A Values-Based Approach To Customer Service***

## ***Synopsis***

*Personal values* of both customers and customer service providers can have a dramatic impact on both actual and perceived customer service. This presentation focuses on *a values-based approach* that can substantially improve customer service skills.

An understanding of *values-based principles* can enhance interaction with obvious external customers, such as the public, as well as with internal customers, such as co-workers and other departments.

## ***Benefits***

1. Understand the impact of personal values on the provision of outstanding customer service.
2. Learn how to leverage organizational values regarding internal customers to improve service to external customers.
3. Discover and learn how to address the three fundamental causes of customer service problems.
4. Learn how to develop amazing levels of customer loyalty.
5. Learn the secret of pacifying customers when you are unable to satisfy their request.
6. Learn proven strategies for dealing with upset or "difficult" customers.
7. Understand the relationship between personal stress management and outstanding customer service.



***David Hayes***

David Hayes is a dynamic and seasoned seminar leader, keynote speaker and management consultant. David is noted for making entertaining, thought-provoking and motivational presentations to large conference audiences as well as conference breakout workshops.

David specializes in workplace issues such as customer service, team building, supervisory skills, diversity management and workplace violence.

David will customize his presentation to maximize the benefits to your meeting or organization. His presentations are infused with his "values-based" system for understanding and addressing key workplace and organizational issues.