

Half-Day Professional Development Training



This workshop enhances your customer service skills by identifying good and bad experiences, understanding needs and expectations, and developing effective strategies. It covers word of mouth, managing complaints, and building a consistent, high-quality service approach. .

In this half day workshop, participants will experience the following learning outcomes:

- Unpacking what good customer service is
- Identifying Good & Bad Customer Service Experiences
- Hierarchy of Need
- Client & Customer Expectations & Judgement
- Word of Mouth
- Managing Objections & Complaints
- How to build a Customer Service Strategy

This training is ideal for:

- Anyone involved in the delivery of service
- Those who are front facing to a business
- Anyone who may need to deal with difficult customers or clients
- Those wanting to streamline the customer experience
- Those who want to improve their repeat business with simple tips and tricks.

Cost: \$1000 plus GST. Excludes room hire, catering or travel costs. If you require a customised training program to meet your personal needs, an additional fee will apply depending on the level of variation.

Technical Requirements: The client needs to provide internet, project, speakers and printed workbooks at their own cost. (AV equipment can be provided for an additional fee.)



help's inside
THE HINWOOD INSTITUTE

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WHAT PEOPLE ARE SAYING ABOUT THE HINWOOD INSTITUTE TRAINING



Some justifiably call me a control freak, and as I believe in setting the benchmark and never having engaged Barbara before, naturally I was nervous. What a waste of stress, Barbara was a true professional, constantly discussing and refining what I wanted and how I wanted the subject matter delivered.

The webinar was full of webinar newbies, including us. It was a tough gig with participants at first reluctant to join in. I can only describe Barbara's webinar in two ways:

1. Complete professionalism, brilliant delivery
2. Complete success

I am happy to recommend Barbara to deliver webinars and workshops.



Barbara has the capacity to explain complex topics simply. Always appreciate her flexibility and understanding of businesses diverse needs. She has a wealth of knowledge that converts to practical outputs.

Sabina Vitacca, Mindfulness Consultant



I attended a workshop Barbara facilitated. She is a warm and natural facilitator and brings her experience to the task at hand in a seamless manner. A pleasure to participate.

Dr Joanna Henryks, Senior Consultant, Matrix on Board



I attended a few of Barbara's talks about time management, procrastination, communication and planning. Her talks are interactive, highly motivating and fun. The business world needs more of these types of speakers.

Stephanie Sugito, Administration & Management Assistant.



We recently engaged Barbara to deliver and facilitate a 45 min workshop on Negotiation Skills. It was only a short session but some key phrasing and concepts were communicated in that time. [Participants] identified the Negotiation Skills workshop as one of the useful take-aways from the 3 day program. One of the attendees, 1 week later said that they had used some of

the learnt negotiation approaches the next day and it had had a successful result. Looking forward to being able to work with Barbara again on a longer session.

Sally Clifford (no relation), General Manager, Matrix Consulting Northern Australia—Matrix on Board



More About Barbara Clifford (your facilitator)

Barbara inspires others with her enthusiasm for making things easy.

Barbara Clifford (The Time Tamer) is a co-founder of The Hinwood Institute. She is the lead trainer and coach in Time Management and she is a recognized leader in Stress Management.

An experienced coach, speaker, columnist and facilitator, Barbara's work with The Hinwood Institute assist people to unclutter mess, make order from chaos and swap the shackles of overwhelm for freedom. Barbara's clients move from the relentless hamster wheel to waking inspired, motivated, making decisions with purpose and achieving peak performance.

She has spent over 20 years working in stressful, time precious industries such as film, hospitality and marketing. Since then, Barbara has worked with small business, Not For Profits, Aboriginal Organisations, Media, Marketing, Aged Care, Universities, Health Services and Cruise Ships. She lives in the desert of Alice Springs, Australia working with people around the world.



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