

SOCS[®]

SAFETY ORIENTED CUSTOMER SERVICE



SAFETY ORIENTED CUSTOMER SERVICE[®]

| 4-HOUR COURSE OUTLINE |

Providing Extraordinary Customer Service While Maintaining *Safety in the Workplace*

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The **SOCS**[®] Training program is designed to teach staff **habits, skills, and actions** for offering extraordinary, professional customer service while maintaining safety in the workplace.

In this 4-hour **SOCS**[®] course, participants will learn how to effectively and efficiently create customer satisfaction and loyalty while reducing and eliminating customer complaints with customer service training and techniques.

This course involves group interaction, discussion, lecture, and practice exercises (skills/drills). The **SOCS**[®] Training is modular-based and can be adapted into a variety of scheduling and training dynamics.

- All Participants Will Receive the **SOCS**[®] Student Guide and Certificate of Completion.
- **SOCS**[®] Training is Nationally Recognized and Court Defensible.
- **SOCS**[®] Training 4-Hour Certification Cost – \$1,997.00 per course.
(For Up to 20 Participants)

➤ Introduction

- Safety Oriented Customer Service
- Customer Service Questions
- Rate Your Customer Service Skills
- **SOCS**[®] Training Objectives
- **SOCS**[®] Training Modules
- Customer Service Really Is All About You!
- Who Are Your Customers?
- Why Customer Service?
- Is Customer Service a Product or a Process?
- What is a Habit?
- Developing Customer Service Habits
- The Benefits of Developing Customer Service Habits
- Make a Commitment

› **Module One - Your Attitude**

- Your Attitude
- Positive Attitude
- Change Your Attitude & You Can Change Your Life!
- Incident + Response = Outcome
- How Do You Want to Leave Your Customer Feeling?
- Bad Attitudes
- Five Types of Individuals
- Developing a Customer Service Positive Attitude
- Count Your Blessings Exercise
- Habit Commitment Exercise

› **Module Two - Your Presence**

- Your Presence
- Levels of Force Continuum
- Five Types of Safety & Security Oriented Presence
- Professional Image & Presence
- Customer Friendly Presence
- The Miracle Exercise
- Authoritative Presence
- Command Presence
- Defensive Presence
- Developing a Positive Customer Service Presence
- Three Elements of Face-to-Face Communication
- Body Language
- The Law of Cause & Effect
- Habit Commitment Exercise

➤ **Module Three - Choice & Mission**

- Mission Statement
- Mission Statements Are Vital to a Successful Organization
- **SOCS**[®] Mission Statement
- Creating a Personal Mission Statement
- Values & Choice
- What Are Your Values?
- The Top 10 Values Exercise
- The A-B-C's of Creating a Personal Mission Statement
- Writing a Personal Mission Statement Exercise
- Habit Commitment Exercise

➤ **Module Four - Your Intuition**

- Intuition
- The Five Senses, Is There a Sixth Sense?
- Trust Your Intuition
- Using Your Intuition
- Messages of Intuition
- Developing Your Intuitive Ability
- Developing Intuition
- Habit Commitment Exercise

› **Module Five - Meeting & Greeting**

- Meeting & Greeting
- Giving Directions
- Safety & Security Oriented Etiquette
- Let's Shake On It
- The Three Messages Sent by a Handshake
- Different Types of Handshakes
- Handshaking Exercise
- Bowing
- Meeting & Greeting
- Habit Commitment Exercise

› **Module Six - Electronic Communication Skills**

- Electronic Communication
- Telephone Communication Skills
- Answering the Telephone
- Leaving & Receiving Messages
- Transferring & Placing Customers on Hold
- Radio Communication
- E-Mail Communication
- Telephone Script for Answering the Phone Exercise
- Habit Commitment Exercise

▶ **Module Seven - Managing Your Stress**

- Stress
- Types of Stress
- Fear
- Fight | Flight | Freeze
- Putting the Brakes on the Fight | Flight | Freeze Response
- Testing Our Thoughts Exercise
- Strategies & Methods for Managing Your Stress
- Habit Commitment Exercise

▶ **Module Eight - Building Relationships**

- Building Relationships
- Making Deposits Into Your Customer's Emotional Bank Account
- Making Customer Deposits
- Types of Customers
- Dealing With Different Types of Customers
- Control Your Emotions | QTIP
- Habit Commitment Exercise

▶ **Module Nine - Your Personal Safety**

- The Golden Rule
- **AVADE**[®] Violence Prevention
- **AVADE**[®]
- Spatial Empathy
- Contact & Cover
- The "Right" Angle
- The Bladed Stance Exercise
- Safety Rules for Dealing With Upset Customers
- Habit Commitment Exercise

➤ **Module Ten - Personal Self-Leadership**

- Personal Leadership
- Eleven Steps for Developing Personal Leadership in Customer Service
- Habit Commitment Exercise

➤ **SOCS**[®] Student Training Requirements

- **SOCS**[®] 4-Hour Training Course Certification.
- Student Must Pass the Ten Question Written Exam With an 70% or Better.
- One Retest is Allowed. If Student Fails Re-Test, Course Must Be Taken Over Again.
- Recertification for Healthcare is Required Annually.
- Recertification for Corporate Required Every Other Year. (No Time Requirement for Recert)
**Yearly Training is Recommended.*
- Recertification Qualification = Pass Written Test Again.