



GREAT hand-overs – how to seamlessly hand over your customer

An interactive half-day, face-to-face workshop or 90-minute virtual session

Overview

Customers want service that is easy and effortless. But sometimes we have to hand our customers over to a different colleague or department; that's often where the customer can fall through the cracks and trust is broken. GREAT handovers mean that you hand your customer over in a seamless way, maintaining a trust-building experience.

How will it help?

This workshop will help your people to:

- Describe what makes a handover seamless and what can break trust
- Position the handover positively to the customer, instilling confidence in the journey
- Own the handover, setting up the next colleague for success

Who should attend?

Anyone in a customer-facing role who has attended the GREAT customer service workshop.

What happens in it?

A highly interactive and practical session, using real scenarios relevant to your people in their role. Your people will learn three key strategies that will help them to seamlessly hand over their customers to a colleague.

How's it delivered?

Option 1 – Face-to-face

A half-day session for a group of up to 12. The session is approximately 3-hours and each participant will receive a printed take-away summarising the three strategies.

Option 2 – Virtual

A 90-minute session for a group of up to 12. The virtual option is just as interactive and each participant will receive a PDF take-away summarising the three strategies.

Any questions? Please just give us a call on **01582 463464 – we're here to help!**

Or visit www.thecustomerservicetrainingcompany.co.uk



Session outline

This is the overview for the half-day, face-to-face session. Timings are approximate and will flex depending on the needs of the group. Virtual delivery follows the same content and sequence but with different timings and excludes the *practise* section.

1 Welcome to GREAT handovers (40 mins)

- What will you learn? Session overview and objectives
- *Activity: Your experience of handovers*
- What it looks like when it's done well

2 Three strategies (90 mins)

- Instil confidence
 - Explain, signpost, reassure
 - *Activity: Instil confidence using your every day customer interaction examples*
- Tell the story

- Setting your colleague up for success
- *Activity: Tell the story – introducing your customer to your colleague*
- Own it
 - Focusing on what's in your control when you hand over a customer
 - *Activity: Own it – seamlessly handing customers over and receiving a customer through a handover*

BREAK (15 mins)

3 Practise (F2F only – 60 minutes)

- *Activity: Practise resolving complaints – apply what you've learned to real situations that you face every day*

4 Action plan and close (15 mins)

- Reflect and prepare actions
- *Activity: surprise!*
- Close

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