

Good practice Training Group
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Providing Excellent internal Customer Service

Course Duration: Half-day | Course Code: PECS

Overview

This highly interactive course has been designed to enable all staff members to focus on improving internal customer service, and identifying any barriers that exist which prevent individuals/teams working effectively.

Who is it for?

All Staff

Objectives

- Understand the impact of workplace culture on performance
- The importance of good internal communication
- How we communicate and ways to improve
- Identify, list and remove workplace barriers

Course Overview

- Understanding the culture of an organisation
- Examining the impact of poor communication
- Perceptions and communication exercise
- How well do we communicate?
- How well does the organisation communicate?
- Identifying barriers in the workplace

On-going development

- Establishing your own goals and preparing an objective action plan

All of our courses can be tailored to meet you organisations objectives

Good Practice Training

Bespoke Training for Business