



Hemisphere Consulting

PeopleStrategiesForBusiness™

Hemisphere Consulting Pte Ltd - 200210903G | Hemisphere Consulting [Malaysia] Sdn Bhd - 200719382R | Hemisphere Consulting [Indonesia] Pte Ltd - 200912776W
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Enhancing Customer Service & Building Customer Relationships Workshop

Principles, Tools & Techniques

Incorporating insights from MBTI®

Public Program: Contact for Dates

In-House Programs: By Arrangement

Enhancing Customer Service & Building Customer Relationships Using MBTI®

Effective customer service is a critical variable in differentiating the relative success of organizations. This workshop will facilitate participants to understand how to build effective customer relationships - both external and internal with key stakeholders.

For people seeking to build more effective customer relationships, you need to:

- Hear your customers' needs, clarifying them and bringing them into sharper focus
- Tailor the product or service to meet specific needs
- Create a relationship that endures over time
- Make referrals to support customers in different ways
- Pick up ideas for enhanced services, products or markets

Using the MBTI® profiling instrument for customer service, puts the focus on ways for people to approach customers and build effective relationships in these areas. Application of Type preference framework can be helpful in understanding what customers need from you, especially how they best like learn about products and services and how they like to interact during the process of gathering information and making decisions. The workshop provides methods to estimate a customer's personality "type mode", based on behavioural and language cues. This would enable individuals to then match their approach to the customer's personality "type mode" and to address various steps and processes in managing effective relationships.

Who Should Attend?

Individuals responsible for internal / external customer relationships, customer service personnel, individuals initiating change processes, line managers, human resource professionals and project leaders.

Workshop Content

- Understand personality Types in customer relationships
- Communication Models
- Create a comfortable dialogue which will lead to better understanding of customers needs
- Understand what motivates individuals
- Build your understanding of your own type preferences and how to apply them in customer service
- Assess the preferences of your customers and then align your own messages to match theirs
- Provide alternatives to your present methods of working with customers if needed
- Apply type to enhancing communication, particularly when solutions are being explored
- Understanding obstacles to overcome resistors
- Understand the way a person "naturally" prefers to deal with customers in personal encounters
- Create Action Plans for enhancing customer service

What You Receive With Enrolment

- Copies of all materials
- A copy of Using Type in Selling – Building Customer Relationships with MBTI®
- Morning and afternoon teas and lunch

Optional Additional Elements

Use of psychometric instruments to facilitate the process - Participants can also be profiled in/receive the following:

- Benchmarks® or SKILLSCOPE® 360 – feedback report
- Thomas-Kilmann Conflict Mode Instrument
- FIRO-B®

Coaching services are available to enhance the learning experience and to provide participants with additional support that may be necessary after the programme

Course Leader – Robin Robbins

Robin is the Principal Consultant of Hemisphere Consulting, a consultancy focusing on people strategies for business. He has over twenty years of experience in the area of personal and leadership development and has held senior positions in H.R. and training with Unilever. Robin conducts in-house and public training and certification programs in the MBTI®, FIRO-B®, Strong Interest Inventory®, Benchmarks® & SKILLSCOPE®. He is also certified in CPI 260® & CPI™ 434. Robin is an Adjunct Feedback Coach with the Center for Creative Leadership (CCL).

Enrolment, Fee & Further Details

Public Program fee: SGD 950 per participant

(Fee includes all resource materials)

(Payment can be made in US\$ if preferred. Relevant government tax is chargeable in addition)

Date, time & location: Contact for Date. 8.45am to 5pm. 300 Beach Road, The Concourse, #29-03 Singapore or Client's own venue.



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Enhancing Customer Service & Building Customer Relationships Workshop

□ Contact for Dates 2 Days Program Registration Form

Personal Details

Name: Ms/Mdm/Mrs/Mr/Dr.....

Position:

Organization:

email:

Tel: Fax:

Address:

.....

City: Postcode:

Country:

MBTI Type (if known):

Fees

Program Fee **SGD 950**

(Fee includes all resource materials required for the program)

(Relevant government tax is chargeable in addition)

Note: Payment can be made in US\$ if preferred

Registration & Payment

Payment in Singapore Dollars **S\$950**

Total amount to be confirmed with invoice.

Mail or fax form to:

Hemisphere Consulting Pte Ltd

Hemisphere Consulting [Malaysia] Sdn Bhd

Hemisphere Consulting [Indonesia] Pte Ltd

300 Beach Road

#29-03 The Concourse

Singapore 199555

Tel: +65 6396 6331

Fax: +65 6396 6332

email: c-serv@hc.com.sg

web: www.hc.com.sg

Cheque payable to:

Hemisphere Consulting Pte Ltd

Bank transfer: Contact for banking details.

Cancellation Policy

Clients may cancel attendance subject to the following conditions;

Cancellation

- Refund of 85% of total fees, if notifications received in writing two weeks prior to program, AND all materials (if any) returned, in saleable condition.
- Refund of 50% of total fees, if notifications received in writing more than one week but less than two weeks before program, AND all materials (if any) returned, in saleable condition.
- No refund if cancellation received less than one week before program.

Hemisphere Consulting reserves the right to cancel or postpone workshops due to unforeseen circumstances. All fees, terms, and conditions are subject to change without notice.

Agreement

I hereby certify that the information supplied in this registration is true and correct, to the best of my knowledge. I certify that I have read the conditions of attendance in this training program and I agree to abide by the conditions relating to them.

Signature: Date:

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