

BODY LANGUAGE FOR CUSTOMER SERVICE

DURATION

2 days

OVERVIEW

The BL-CS training course is a unique interactive experience in reading and speaking the Body language. Reading people and interpreting their underlying behaviors and feelings are not easy subjects. However, proficiency in body language and non- verbal communication is a core competency for any customer service personnel. The program is designed to give the tools and techniques to create such proficiency as well as preparing the participants to teach and educate other staff members how to communicate in Body Language.

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CUSTOMER SERVICE

KEY MODULES

1- INTRODUCTION TO NON-VERBAL COMMUNICATION

- "Can you speak Body Language?" exercise.
- Self perception of how other people see you
- How you say may be more important than what you say.
- The common body language faults of customer service personnel.

2- PERSONAL BODY LANGUAGE AWARENESS

- Initial diagnostic of personal body language
- Trainer and group feedback
- Understanding the importance of body language

3- ENHANCING YOUR PERSONAL BODY LANGUAGE VOCABULARY

- Developing a more confident posture
- Making more use of gesture
- Increasing use of facial expression and eye contact
- Using other non- verbal cues; Voice, intonation, inflection.
- How to speak BL over the phone?

4- THE CULTURAL VARIATIONS IN BODY LANGUAGE

- "This not what I've meant!" exercise.
- Body language across cultures.
- How to be clear enough not to be misunderstood not just to be understood.

5- USING BODY LANGUAGE TO INCREASE YOUR PERSONAL IMPACT

- How to make an immediate positive impression
- How to communicate a confident and professional style

- How to use body language to help engage with your listeners
- The Power of Personal Touch in Customer Service

6- REVIEW OF PERSONAL IMPACT ACHIEVED

- Application of techniques developed
- Individual feedback on personal use of body language

7- USING BODY LANGUAGE TO BUILD RAPPORT

- Understanding the difference between aggressive and assertive body language
- How to develop positive relationships through use of body language
- How to control any negative hidden messages through body language

8- READING AND REACTING POSITIVELY TO SIGNALS FROM OTHER PEOPLE'S BODY LANGUAGE

- Understanding signal clusters from others and how they can be interpreted
- How to react positively to negative vibes generated through body language
- How to control a situation through use of body language
- The human lie detection machines.
- How to read signs of deceptions

9- GROUP REVIEW OF BEST PRACTICE

- Review of key lessons learnt and how to apply
- Individual feedback through group discussion and trainer analysis

LEARNING OUTCOMES

- Be aware of their own body language signals as well others'.
- Be more appreciative of how people try to communicate.
- Show a positive professional image and personal aura around them.
- Read aggressiveness and hostility cues and know how to diffuse them.
- Detect signs of deception without having to interrogate the customers.

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