

## **Customer Service Upgrade – €2,500**

### **What exactly does the customer receive?**

The customer does not receive a generic communication training, but a practical upgrade for customer service that is focused on real conversation scenarios, typical weaknesses, and immediately applicable improvements.

The goal is to visibly improve the quality of customer interactions within a short time — through more structure, clearer language, better conversation management, stronger empathy, and more professional closings.

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### **The customer specifically receives:**

- a short analysis of the current challenges in customer service
- a tailored training for the team
- practical communication frameworks for real customer conversations
- clear formulations for opening, main part, and closing
- training on structure, empathy, control, and professional language
- exercises, role plays, and real examples from daily work
- directly applicable methods to improve:
  - customer satisfaction
  - conversation confidence
  - first contact resolution
  - conversation quality
  - reduction of escalations

This package is ideal for companies that want to achieve noticeable improvements quickly without immediately investing in a large transformation program.

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### **How does the day or week plan look?**

#### **Option 1: 1 training day**

This option is suitable when a compact, intensive impulse is required.

#### **Example daily plan**

##### **Module 1 – Analysis & target picture**

- typical challenges in customer interactions
- common mistakes in conversation structure

- what customers really expect today

### **Module 2 – Structured conversation management**

- professional opening
- needs and problem identification
- clear conversation control

### **Module 3 – Empathy & language**

- empathetic formulations
- handling difficult customers
- tone, impact, and confidence

### **Module 4 – Closing & implementation**

- professional closing
- summarizing and creating reassurance
- transfer into daily work

### **Result after 1 day**

- immediately usable conversation structure
- increased confidence in customer interactions
- clearer and more professional communication

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### **Option 2: 2 training days**

This option is ideal when the team should not only receive input, but also depth, practice, and real behavioral change.

#### **Day 1 – Foundation & communication structure**

- current state and common service mistakes
- conversation logic in customer interactions
- opening, main part, closing
- professional language and ownership
- FCL core principles in practice

#### **Day 2 – Application & transfer**

- role plays with realistic scenarios
- difficult customers and escalation prevention

- empathy under pressure
- individual feedback
- concrete improvement actions for daily work

### **Result after 2 days**

- stronger team understanding of effective communication
- practically trained formulations and processes
- better transfer into real calls and customer interactions

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### **Option 3: Weekly structure with 2 half days**

If the company prefers smaller units, the training can also be split across a week.

#### **Example**

##### **Day 1 or Session 1**

- analysis
- fundamentals
- conversation structure
- opening and main part

##### **Day 2 or Session 2**

- empathy
- difficult situations
- closing
- transfer and application

This is especially suitable for teams with operational day-to-day business that cannot block two full days at once.

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### **Who is this package ideal for?**

- customer service teams
- BPO teams
- German-speaking support teams
- team leaders with training needs in the service area
- companies that want to professionalize communication quickly

## In summary

**Customer Service Upgrade – €2,500** is the right choice for companies looking for a tailored, practical training that delivers fast results and becomes immediately noticeable in customer interactions.

