



Customer Service Mindset Training Course

13 – 17 September 2027
Nairobi (Kenya)



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Introduction

This customer service mindset course will give each customer service team member a big-picture perspective of their potential and a highlighted awareness of their responsibility for achieving excellence and the choices and actions that will drive these results.

When an individual learns to demonstrate a customer service mindset fully, they transcend their role within the customer service department and contribute to the organization's overall success. These behaviors, rooted in the definition of customer service and the service mindset, are the hallmarks of a truly customer-centric business.

Benefits of a Customer Service Mindset

Understanding how to demonstrate a customer service mindset is crucial for immediate problem-solving and long-term customer loyalty. The benefits of a customer service mindset entail creating a positive brand image, leading to repeat business, customer loyalty, and word-of-mouth referrals, which are invaluable to the success of any business.

Targeted Groups

This customer service mindset course is for All managers, supervisors, and employees whose duties involve contacting and dealing with internal and external customers.

Course Objectives

At the end of this customer service mindset course, the participants will be able to:

- Analyze basic behavioral patterns of different customer personality profiles.
- Practice the skills for dealing with customers and handling their complaints.
- Understand the service mindset, customer-focused mindset, and ways of developing it within their organization.

Targeted Competencies

By the end of this customer service mindset course, the target competencies will be able to evolve the ability:

- Customer-oriented.
- Dealing with different personalities and behaviors.
- Customer satisfaction.
- Communication skills.
- Problem-solving.

Course Content

Unit 1: The Principles of Customer Service

- Definition and explanation of what a customer service mindset is.
- Concepts of customer service.
- Serving internal and external customers.
- Understanding the needs of internal and external customers.

Unit 2: The Principle Foundation for Superior Customer Service

- Building strong relationships.
- Providing superior service.
- Exemplifying professional behavior.

Unit 3: The Customer Service Mindset

- Exploring the components of the customer service mindset.
- Strategies for cultivating a service mentality culture among the staff.

Unit 4: Different Customers Personalities

- Better understanding of their personalities.
- Tips for dealing with difficult personalities.

Unit 5: Attaining Customer Satisfaction

- Meeting customer needs with a **customer-focused mindset**.
- Techniques to exceed customer expectations.
- Methods to delight and surprise customers.

Unit 6: Handling Customer's Complaints

- Identifying types and levels of customer complaints.
- Mastering the process and behaviors for handling complaints effectively.



Unit 7: Effective Communication with Customers

- Engaging in active listening.
- Overcoming communication barriers.
- Interpreting customer body language.