Customer-Centric Communication for Service Excellence Training Course

02 - 06 Nov 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #IS8722_161689

Course Introduction / Overview:

This comprehensive course is designed to transform your organization's approach to customer interaction by embedding a deep-seated, customer-centric philosophy into every communication. In today's competitive market, service excellence is no longer a luxury but a critical differentiator for success and customer retention. This program moves beyond basic customer service scripts to explore the psychological and strategic underpinnings of creating truly memorable customer experiences. We will delve into the principles championed by renowned customer service expert Shep Hyken, particularly concepts from his work on "The Amazement Revolution," focusing on how to consistently exceed customer expectations. Participants will learn to map the entire customer journey, identify critical touchpoints, and apply advanced communication techniques to build rapport and trust. BIG BEN Training Center has meticulously crafted this curriculum to equip professionals with the skills to handle difficult situations with grace, leverage customer feedback for continuous improvement, and ultimately, become ambassadors of a service-oriented culture that drives loyalty and sustainable growth.

Target Audience / This training course is suitable for:

- Customer Service Representatives and Managers.
- Sales and Business Development Professionals.
- Frontline Staff and Receptionists.
- Account Managers and Client Relationship Specialists.
- Team Leaders and Supervisors in service-oriented roles.
- Technical Support and Help Desk Personnel.
- Operations Managers responsible for customer experience.
- Anyone whose role involves direct or indirect customer interaction.

Target Sectors and Industries:

- Retail and E-commerce.
- Hospitality, Travel, and Tourism.
- Banking, Finance, and Insurance.
- Healthcare and Pharmaceuticals.
- Telecommunications and Information Technology.
- Real Estate and Property Management.
- Government Agencies and Public Sector Services.
- Automotive and Transportation.

Target Organizations Departments:

- Customer Service and Support Departments.
- Sales and Marketing Teams.
- Client Relations and Account Management.
- Operations and Logistics.
- Technical Support and IT Services.
- Human Resources and Training.
- Public Relations and Communications.
- Front Office and Administration.

Course Offerings:

By the end of this course, the participants will have able to:

- Develop and implement a robust customer-centric communication strategy.
- Master active listening, empathy, and rapport-building techniques.
- Effectively manage and de-escalate difficult customer conversations and complaints.
- Analyze and map the customer journey to identify and improve key touchpoints.
- Utilize customer feedback and metrics like NPS to drive service improvements.
- Apply service recovery principles to turn negative experiences into loyalty-building opportunities.
- Communicate with clarity and positivity across various channels, including digital and face-to-face.
- Contribute to building a sustainable culture of service excellence within their organization.

Course Methodology:

The training methodology at BIG BEN Training Center is designed for maximum engagement and practical application. This course rejects a passive, lecture-based format in favor of a dynamic and interactive learning environment. We believe that mastering customer-centric communication comes from doing, not just listening. Therefore, the program is heavily reliant on experiential learning techniques, including realistic role-playing scenarios that simulate challenging customer interactions. Participants will work in groups on case studies drawn from real-world business challenges, analyzing situations and developing strategic solutions. Facilitated group discussions will encourage the sharing of diverse perspectives and experiences, enriching the learning process for all. Interactive workshops, practical exercises, and self-assessment tools will be used throughout the five days to reinforce key concepts. Our expert facilitators provide constructive, personalized feedback to ensure each participant can confidently apply their new skills immediately upon returning to the workplace.

Course Agenda (Course Units):

Unit One The Foundations of a Customer-Centric Culture

- Defining customer-centricity versus a product-centric approach.
- The direct link between service excellence and business profitability.
- Understanding modern customer expectations and behaviors.
- The psychological principles of positive customer experiences.
- Identifying the key components of a service excellence model.
- The role of emotional intelligence in customer interactions.
- Establishing a personal commitment to service excellence.

Unit Two Mastering Core Communication Skills for Service Excellence

- The art of active and empathetic listening.
- Decoding non-verbal cues and body language.
- Techniques for asking effective, clarifying questions.
- Crafting clear, positive, and professional verbal messages.
- Adapting communication styles for different customer personalities.
- Principles of effective written communication in a digital age.
- Building genuine rapport and trust with every interaction.

Unit Three Strategic Management of Difficult Customer Interactions

- Understanding the root causes of customer dissatisfaction and complaints.
- A step-by-step model for de-escalating conflict and anger.
- Applying the service recovery paradox to build stronger loyalty.
- Techniques for saying "no" while preserving the customer relationship.
- Managing personal stress and maintaining composure under pressure.
- Documenting and learning from service failures.
- Transforming complainers into brand advocates.

Unit Four Mapping and Enhancing the Customer Journey

- Introduction to customer journey mapping as a strategic tool.
- Identifying all customer touchpoints from awareness to post-purchase.
- Analyzing "moments of truth" that define the customer experience.
- Gathering customer insights to identify pain points and opportunities.
- Designing and implementing proactive service strategies.
- Ensuring a consistent omnichannel customer experience.
- Using journey maps to foster cross-departmental collaboration.

Unit Five Cultivating Loyalty and Measuring Service Success

- Strategies for moving beyond customer satisfaction to true loyalty.
- Understanding and implementing Net Promoter Score (NPS) and other feedback tools.
- Techniques for effectively soliciting and analyzing customer feedback.
- Using CRM systems to personalize the customer experience.
- Developing a personal action plan for continuous improvement.
- The role of internal communication in supporting a service culture.
- Becoming a champion for customer-centricity within the organization.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

How can an organization maintain a genuine customer-centric culture when faced with conflicting pressures of cost reduction and efficiency targets?

What unique qualities does this course offer compared to other courses?

This course distinguishes itself by moving beyond the transactional "how-to" of customer service to instill a deep, strategic understanding of customer-centricity as a core business philosophy. While other programs may focus on isolated skills like handling complaints, we provide a holistic framework that connects advanced communication psychology with practical business tools like customer journey mapping. We emphasize the "why" behind service excellence, empowering participants not just to follow scripts but to think critically and act autonomously to create authentic customer connections. The curriculum is uniquely structured to build skills progressively, from foundational emotional intelligence to the strategic implementation of service metrics like NPS. Furthermore, our focus on the service recovery paradox and proactive service design equips attendees with forward-thinking strategies to not only fix problems but to anticipate and prevent them, transforming the customer service function from a cost center into a powerful engine for loyalty and growth. The course is less about temporary fixes and more about fostering a lasting cultural shift within individuals and their organizations.