



specialist  
industry  
solutions  
HEALTH  
& AGED  
CARE

customer service training  
design - development - delivery

# specialist customer service training



Danielle Larkins established **servicepeople** in 2013 to support organisations striving to elevate their customer experience.

She designs, develops and delivers training programs that support people to deliver superior customer interactions across a diverse range of industries. All programs empower participants with a customer focused purpose by enabling customer-centric mindsets and skills.

## Professional Qualifications:

- Graduate Diploma in Educational Psychology
- Certificate IV Training & Assessment
- Certified Customer Service Trainer
- Certified AEC TOPS Trainer
- Accredited Mental Health First Aider
- Australian Service Excellence Awards (Chair of Judging Committee 2017 - 2023)

## CLIENT PORTFOLIO (includes)

- Wilson Security
- Macquarie University
- Australian Electoral Commission
- Nationwide Corporate Services
- Perth Airport Landside (Wilson)
- Challenger Financial Services
- Engineers Australia
- La Trobe University Operations
- Willoughby City Council
- Skybus / Kinetic
- Rural City of Wangaratta
- Maribyrnong City Council
- Premier Waste
- Wasteflex
- City of Melbourne
- Nuseed
- CHEP

# customer service training program

This training program has been curated specially for **health and aged care workers** and is facilitated as an interactive workshop which is recommended for face-to-face delivery. The program can be tailored to contextualise specific environments as required.

SKILLS	SUPPORTING DIVERSE NEEDS	MANAGING CHALLENGING INTERACTIONS	TEAMWORK
<ul style="list-style-type: none"><li>• Making First impressions count</li><li>• Taking ownership for customer experience</li><li>• Using positive language</li><li>• Saying "no" with empathy</li><li>• Managing customer expectations</li></ul>	<ul style="list-style-type: none"><li>• Understanding types of diversity</li><li>• Identifying diverse needs</li><li>• Supporting diverse needs</li><li>• Identifying and supporting vulnerable customers</li></ul>	<ul style="list-style-type: none"><li>• What drives complaints and customer anger?</li><li>• Techniques for avoiding escalations of conflict</li><li>• De-escalation techniques for challenging interactions and complaints</li></ul>	<ul style="list-style-type: none"><li>• The value of internal customer service</li><li>• The internal service chain</li><li>• Understanding your internal customers</li><li>• Communication cues and styles</li><li>• Improving internal customer service</li></ul>

## How will this training help?

- Improve team confidence in dealing with a range of customer scenarios
- Improve team morale and teamwork
- Effective de-escalation of challenging customer situations
- Better experience for patients, family members and other customers

Email: [danielle.larkins@servicepeople.com.au](mailto:danielle.larkins@servicepeople.com.au)

Mobile: 0413 184 317

ABN: 56 309 865 684

