



**CUSTOMER SERVICE**

1 DAY

**Create Moments that Matter**

- › Director of First Impressions
- › Brand ambassador – championing company values
- › Authenticity
- › Trust & rapport
- › Engaging customers
- › Conveying certainty & confidence in your service / product
- › Commercially minded
- › Communication excellence
- › Active listening
- › Reading others
- › Mindset
- › Beliefs & biases
- › Projection
- › Accountability
- › Empathy
- › Body language & eye contact signals
- › Emotional intelligence & reading people
- › Power of language
- › Professional phone & email interaction
- › Transfer of relationship
- › Manage & exceed client expectations
- › Complaint handling & problem solving
- › Creating positive & memorable experiences
- › The 'x' factor of proactive service
- › Lasting impressions – be the reason they return

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**AGED CARE**

2 DAYS

**Sell with Integrity Be the Trusted Advisor**

- › Conducting client lifestyle centred communication with commercial acumen
- › Director of First Impressions: setting your organisation apart
- › Being a proud ambassador – reflect your service values & purpose
- › Relationship building: trust & rapport
- › Incoming enquiries are leads: shifting from information transfer to solution offering with intent
- › Handling leads proactively: timing, priority & urgency
- › Meaningful, conversational needs exploration
- › Authentic engagement vs compliance checklist
- › Effective questioning: real needs vs biases & assumptions
- › Active listening
- › Why us: aligning services, unique selling points, features & benefits to client needs
- › Emotional Intelligence
- › Reading people: emotions, values, motivators & beliefs
- › Eye contact & non-verbal signals
- › Uplifting language that reassures and empowers
- › Conveying value before costs
- › Proactive service mindset all times
- › Professional phone & email interaction
- › Educating & guiding with clarity
- › Reframing changes as opportunities
- › Understanding mindset & beliefs around money
- › Confidence to navigate financial discussions: funding optimisation & top ups
- › Managing expectations & boundaries
- › Handling client fear, resistance & objections
- › De-escalation techniques for emotional and overwhelmed clients
- › Time management: care & efficiency
- › Service consistency: cross-team & client touch points
- › Creating tours that resonate and wow
- › Follow up: nurturing leads & adding value
- › Managing multiple decision makers
- › Controlling value-led conversation towards next steps & conversion
- › Lasting impressions: be remembered

*Sales / call & contact centre / customer service / intake / rostering / case managers*

*Home Care Packages HCP / retirement & independent living / residential aged care / respite care*

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**TOURS**

1 DAY

**Lead Engaging Tours that Connect & Convert**

- › Plan & prepare
- › Pre-tour calls that 'pre-sell'
- › Director of First Impressions: engagement that sets your organisation apart
- › Rapport & trust
- › Being a proud ambassador – reflect your service values & purpose
- › Conversational exploration: authentic questions to uncover true client and family needs, values & preferences
- › Personalise: align with the client & family priorities, likes & lifestyle
- › Reading & adapting to people's communication styles
- › Body Language: encoding & decoding
- › Why us: showcasing benefits & value over features
- › Mindset: empathy & authenticity
- › Inclusivity: engaging all decision makers for collective emotional buy-in
- › Interpersonal skills: power of reaffirming language & reframes
- › Confidence to naturally lead conversation to 'sign-up' or next step
- › Lasting impressions & positive impact

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**NDIS**

2 DAYS

**Support, Educate & Convert with Confidence as the Trusted Advisor**

- › Balancing care and client-centred communication with commercial acumen
- › Director of First Impressions: service that stands out
- › Being a proud ambassador – reflect your organisational values & purpose
- › Build relationships: trust & rapport
- › Leads: proactive, timing, priority & urgency
- › Incoming enquiries: shifting from information transfer to solution offering
- › Goals & outcomes conversation focus: capacity building & independence support
- › Professional phone & email communication
- › Authentic approach vs scripted checklist
- › Meaningful discovery: reveal true needs, goals, values & beliefs
- › Active listening & reading people – spoken & unspoken messaging vs assumptions
- › Service mindset
- › Communication styles: observing & adapting
- › Spotting hooks & opportunities to offer relevant service integration
- › Lasting impressions to inspire confidence
- › Emotional Intelligence
- › De-personalising objections
- › Handling fear, resistance and overwhelm calmly
- › Solution selling: outcomes, value & benefits over costs
- › Why us: know your USP, features & benefits, points of difference
- › Language that empowers
- › Managing expectations
- › Educating & guiding that gets 'buy-in'
- › Cross-team service consistency at every touchpoint
- › Understanding mindset & beliefs around money
- › Discussing funding with confidence
- › Effective follow up: nurturing leads with helpfulness & clarity
- › Leading and controlling value-based conversations to next steps and sign-up
- › Customer loyalty & retention
- › Time management
- › Business Development – partnership and collaboration
- › Client Acquisition: building referral network & leads

*Call centre / customer service & support / administration*

*Support coordinators / case & plan managers / allied health providers / service providers*

*NDIS suppliers: sales reps / BDMS / consultants*

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