

Communicate skillfully in customer service



Course Description

This course is designed for individuals who wish to develop the communication skills to work effectively in customer service roles in diverse range of industry sectors and business context. Participants will learn to use digital technology to communicate with the relevant stakeholders.

Course structure

SIRXCOM001	Communicate in the workplace to support team and customer outcomes
BSBTEC202	Use digital technologies to communicate in a work environment

Upon successful completion participants will be awarded statement of attainment for all accredited units.

Learning outcome

- Use effective communication techniques.
- Respond to diversity in communication.
- Confirm and respond to workplace requirements.
- Identify purpose and methods of digital communication
- Access application for sending and receiving digital communications according to organisational policies and procedures
- Create outgoing digital communication, check for accuracy
- Store digital communications and attachments
- Archive or permanently delete digital communication as per organisational requirements
- Create methods for communicating electronically with targeted groups of stakeholders as relevant to organisation

Delivery mode

Face to face
4 days

Fees

Pricing varies based on group size.

