

MBTI-CUSTOMER SERVICE



“MBTI - Customer Service” is all about facilitating participants to gain a deeper understanding of how their personality type preferences impact the interactions with the customers and how to evolve strategies to adapt to their customers by providing outstanding service experience. Over 4 million people go through MBTI questionnaire every year and it is considered as a gold standard in its application to improve the participants ability to identify customer behaviour cues, personalise their approach to connect to the customer, understand the customer needs, build rapport while finding right solutions, maximize customer satisfaction and increase repeat business. Participants will learn how to provide outstanding customer service and build long lasting customer relationships. This highly interactive program is ideally suited to all those providing Customer Service.

LEARNING OBJECTIVES

- Myers Briggs Type Indicator provides the participants with their psychological preferences for understanding how to apply them for Customer Service.
- MBTI is considered a gold standard and one of the best psychometric tools in the world used for Customer Service and Relationship Management.
- Participants will take the genuine MBTI questionnaire during the program to get to know their personality types.
- Participants will be facilitated to understand their strengths and the contributions they make to build customer relationships, teams and organisational success.
- Participants will become aware of the areas of improvements and blind spots to improve their ability to understand how customers are different, hear the customer needs and talk their “language,” build necessary relationship for action and maintain loyalty and long term customers.

METHODOLOGY

Original MBTI online assessments, highly interactive online/physical sessions, group activities, reflections

TARGET AUDIENCE

All Sales Professionals.