Training Title	**CUSTOMER SERVICE EXCELLENCE & NEGOTIATION SKILLS**
Training Duration	2 Days
Training Description	This 2-day training program is designed to equip waste management personnel with essential customer service and negotiation skills to effectively manage daily interactions with residents, clients, contractors, and local authorities in a demanding and highly visible service environment. The program focuses on strengthening participants' ability to deliver responsive and professional customer service, particularly when handling complaints related to missed collections, service delays, and environmental concerns. Participants will develop strong communication, active listening, and problem-solving skills to manage difficult situations, de-escalate conflicts, and restore customer confidence through effective service recovery. In addition, the training builds practical negotiation capabilities required for managing contracts, resolving disputes, and handling cost or service-level discussions with stakeholders. Participants will learn how to plan negotiations, address objections, and achieve mutually beneficial outcomes while maintaining positive long-term relationships.
Who Should Attend?	Customer Service Personnel, Operations, Site Supervisors, Team Leaders, Contract & Account Managers, Public Relations & Admin Personnel
Course Learning Outcomes	By the end of the session, the participants will be able to: 1. Understand the importance of customer service in business success 2. Develop effective communication and listening skills 3. Handle difficult customers professionally & build XO customer experience 4. Understand negotiation principles and strategies 5. Build confidence in negotiating with customers/clients 6. Handle objection effectively & achieve win-win outcomes
Training Outline	**DAY 1** **Module 1 – Introduction To Customer Service** • Role of Customer Service • Fundamentals of Customer Service Success • Impact of Good vs Poor Service • Customer Expectations in Today's Environment **Module 2 – Strategic Communication in Customer Service** • Verbal & Non-Verbal Communication • Active Listening Skills • Emotional Intelligence & Empathy in Customer Service **Module 3 – Conflict Management** • Dealing with Difficult Customers • Handling Complaints & Upset Customers – L.E.A.R.N Model • Critical Thinking & Decision-Making Skills **Module 4 – Beyond Customer Experience** • Customer Satisfaction & Feedback • Service Recovery Strategies • Building Customer Loyalty

	DAY 2 **Module 5 – Foundations of Negotiation** • Psychology of Negotiators (Mindset & Behavior) • Concepts in Negotiation – BATNA, Win-Win vs Win-Lose • Common Challenges in Negotiations **Module 6 – Negotiation Styles & Approaches** • Mindset & Belief Systems • Identify Common Objections • Identify Your Style & Adapting to Different Personalities **Module 7 – Negotiation Strategies Framework** • Preparation & Planning • BATNA & ZOPA • Defining Limits & Walk-Away Points **Module 8 – Lead The Negotiation, Win the Deal** • Question & Listening Skills • Persuasion Techniques • Closing The Deal
Training Methodology	Lecture, Presentation, Group Discussion & Activity, Role Play & Demonstration

TENTATIVE PROGRAM		
TIME	**DAY 1**	**DAY 2**
8.30am	Registration	Breakfast
9.00am	Program Introduction Ice Breaking Session	Recap Day 1 Energizer
9.15am	**Module 1 – Introduction To Customer Service** • Role of Customer Service • Fundamentals of Customer Service Success • Impact of Good vs Poor Service • Customer Expectations in Today's Environment	**Module 5 – Foundations of Negotiation** • Psychology of Negotiators (Mindset & Behavior) • Concepts in Negotiation – BATNA, Win-Win vs Win-Lose • Common Challenges in Negotiations
10.45am	Tea Break	Tea Break
11.00am	**Module 2 – Strategic Communication in Customer Service** • Verbal & Non-Verbal Communication • Active Listening Skills • Emotional Intelligence & Empathy in Customer Service	**Module 6 – Negotiation Styles & Approaches** • Mindset & Belief Systems • Identify Common Objections • Identify Your Style & Adapting to Different Personalities
12.30pm	Lunch Break	Lunch Break

2.00pm	**Module 3 – Conflict Management** • Dealing with Difficult Customers • Handling Complaints & Upset Customers – L.E.A.R.N Model • Critical Thinking & Decision-Making Skills	**Module 7 – Negotiation Strategies Framework** • Preparation & Planning • BATNA & ZOPA • Defining Limits & Walk-Away Points
3.15pm	Tea Break	Tea Break
3.30pm	**Module 4 – Beyond Customer Experience** • Customer Satisfaction & Feedback • Service Recovery Strategies • Building Customer Loyalty	**Module 8 – Lead The Negotiation, Win the Deal** • Question & Listening Skills • Persuasion Techniques • Closing The Deal
4.30pm	Feedback & Sharing Q&A Session	Summary & Action Plan Q&A Session
5.00pm	End Day 1	End Program