



PRESENTS

# CUSTOMER SERVICE EXCELLENCE FROM THE HEART



Background	<b>Even faking a smile at customers has become hard in today's hectic banking sector. This program teaches the participants how to bring changes in one's behaviors and thinking so that customers become their biggest fans. Happier ones' customers are, the more secure ones' career becomes, is the main message this program imparts.</b>
Target Group	CSD, Operations Department & Credit Department (Upto Officer Level)
Duration	1 Day
Methods	<ul style="list-style-type: none"> <li>• DPAT (Discussions, Presentations, Activities, Test)</li> <li>• Group/Individual Activities &amp; Games</li> <li>• Power Point Presentation, Video</li> </ul>
Date, Time & Venue	30th March 2019 (8:30am to 3:45pm) Hotel Flora, Dhangadhi

**NATIONAL BANKING INSTITUTE LTD.**

Central Plaza, 6<sup>th</sup> Floor, Narayanchour, Naxal, Kathmandu, Nepal.  
 T : 977-1-4415903/905, 4436001 • F: 977-1-4441351  
 info@nbi.com.np • www.nbi.com.np

NBI Mobile App, now available on Android: NBI Nepal

## Course Outlines



<p>Program Takeaways</p>	<ul style="list-style-type: none"> <li>• Personal transformation: increased confidence, better communication skills, clarity in understanding of the cause-effect <b>relationship between one's attitude/behavior and career outcomes</b> like promotions and opportunities.</li> <li>• Professional transformation: ability to deal calmly, rationally with the same earlier stressful customer interactions, always with a smile of control and self-power.</li> </ul>
<p>Details of Facilitator Mr. Manohar Man Shrestha</p>	<p>Mr. Manohar Man Shrestha is a prized management consultant/trainer/writer with over 20 years of experience across 100 organizations, dozens of industries, in all departments, with all levels of the hierarchy, and 10,000 over training hours under his belt. His areas of expertise are soft skills, leadership and management. The secret of his success is his ability to relate complex and boring but unavoidable subject matters to the learning styles of the participants so that they enjoy the training thoroughly and go back to work with attitudes, skills and knowledge wired in their psyche. <b>His trademark is "Transformation for Better Guaranteed". You can check his daily video uploads in FB, LinkedIn, and YouTube by typing his full name.</b></p>
<h3>Program Itinerary</h3>	
<p>8:30 am to 8:40 am</p>	<p>Introduction</p>
<p>8:40 am to 10:00 am</p>	<p>Customer service and the science of expectations: 6 levels of customer service, managing expectations</p>
<p>10:00 am to 10:15 am</p>	<p>Tea Break (15 minutes)</p>
<p>10:15 am to 11:45 am</p>	<p>Communication Skills: 11 components of communication; strategies to be understood and trusted</p>
<p>11:45 am to 12:30 pm</p>	<p>Lunch Break</p>
<p>12:30 pm to 2:00 pm</p>	<p>Self-Mastery over one's behavior and thinking: s tress management, mind mapping, self-coaching</p>
<p>2:00 pm to 2:15 pm</p>	<p>Tea Break (15 minutes)</p>
<p>2:15 pm to 3:45 pm</p>	<p>Linking customers, communication and self-mastery to career advancement: case by case real life simulation</p>

## NATIONAL BANKING INSTITUTE LTD.

Central Plaza, 6<sup>th</sup> Floor, Narayanchour, Naxal, Kathmandu, Nepal.

T : 977-1-4415903/905, 4436001 • F: 977-1-4441351

info@nbi.com.np • www.nbi.com.np