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2025

# Communication Skills and Customer Support Training Curriculum



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# Our Company

- ❖ **Global Excellence**

Leading digital career enhancement across the globe.

- ❖ **Rigorous Training**

Dive into our programs for comprehensive and customised training, personalised project support and career counselling.

- ❖ **Empowering Millions**

Transforming lives with practical knowledge for professional success.

- ❖ **Globally Recognized Expertise**

Join us for industry-recognized excellence in the digital era.

# Instructor Profile

AMOL S. PANDIT , FOUNDER AND CEO



- Conducted over 5000 training sessions, driving measurable improvements in operational efficiency and team performance.
- Consulted for Fortune 500 companies and world-class academic institutions, fostering innovation and growth.
- Developed and implemented customized training curriculums, focusing on practical applications and organizational objectives.



# Course Description

This course is designed to enhance your communication skills and equip you with essential techniques for providing exceptional customer support. You will learn how to communicate effectively, actively listen, handle customer inquiries, and resolve issues professionally. The training covers verbal and non-verbal communication, email etiquette, conflict resolution, and customer service best practices. Through interactive exercises and real-world scenarios, you will develop the confidence to engage with customers, build strong relationships, and deliver outstanding service. Whether you're in customer support, sales, or client relations, this course will help you improve customer satisfaction and boost professional success.

# Key Points Learned

- Learn to build rapport with customers to improve their satisfaction and your job performance
- Acquire and implement strategies to exceed your customer's expectations to stand out from competition
- Discover ways to increase your job satisfaction and career growth
- Learn about the value of customer service and what impact it has on your company and job satisfaction

# Course Curriculum

- **Introduction to Communication Skills:** Understanding the fundamentals of effective communication, including verbal and non-verbal techniques.
- **Active Listening:** Developing skills to listen attentively and respond appropriately to customer needs.
- **Effective Questioning Techniques:** Learning how to ask open-ended questions to gather information and clarify customer concerns.
- **Handling Difficult Conversations:** Strategies for managing challenging interactions with customers professionally and empathetically.
- **Customer Service Excellence:** Principles of delivering exceptional service and exceeding customer expectations.

# Course Curriculum

- **Conflict Resolution:** Techniques for resolving disputes and turning dissatisfied customers into loyal ones.
- **Telephone Etiquette:** Best practices for professional and courteous communication over the phone.
- **Email and Written Communication:** Crafting clear, concise, and effective emails and written correspondence.
- **Cultural Sensitivity:** Understanding and respecting cultural differences to enhance customer interactions.
- **Feedback and Continuous Improvement:** Methods for seeking and utilizing feedback to improve communication and customer support skills.





# Career Benefits

- Develop strong communication skills, essential for effectively engaging with customers and colleagues in any industry.
- Learn to handle customer inquiries, resolve issues, and improve customer satisfaction, boosting your value in customer support roles.
- Gain expertise in active listening, empathy, and conflict resolution, making you more effective in customer-facing positions.
- Enhance your ability to work in diverse environments and manage customer expectations, which is valuable in sales, retail, and service industries.
- Boost career prospects by mastering communication and customer support techniques, skills highly sought after by employers across various sectors.



# Omnilearn Advantage

## Unlocked

- Tailored course material to suit the learner's experience and knowledge level.
- Real-world projects to apply concepts and enhance learning.
- Access to downloadable resources for future reference.
- Practice exams that mimic real test conditions to boost exam readiness.
- Industry-recognized certificate awarded upon program completion.
- Round-the-clock support for all learner inquiries.
- Year-long access to recorded lessons for review and learning at your convenience.

# Contact Us



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