

Course Title	Interviewing for Customer Services	Duration	Two Days	General
Outcomes	By the end of this training, your delegate will: <ul style="list-style-type: none"> ✓ understand the principals of the PEACE system of interviewing ✓ be able to plan and carry out effective PEACE interviews ✓ be able to manage an interview to obtain good quality information ✓ know the importance of evaluating the product of an interview & their own performance 			
Prerequisites	None			
<i>NB : This course forms part of a BTEC qualification and includes delegate assessment during the course.</i>				
Session	Aim	Content		
Introduction	To explain the aims of the course and understand particular objectives of individuals	<ul style="list-style-type: none"> ◆ Introductions ◆ Understand the objectives and the process of the course ◆ Agree what outcomes are required 		
PEACE interviews	To understand the principles of the PEACE system of interviewing	<ul style="list-style-type: none"> ◆ What is PEACE? ◆ Interviewing styles ◆ Personal vs. formal ◆ Openness 		
Planning	To be able to plan and carry out effective PEACE interviews	<ul style="list-style-type: none"> ◆ Bringing the customer into the interview process ◆ Creating an atmosphere of trust & explaining the process ◆ Planning what to cover vs. lists of questions 		
Gaining quality information	To know how to manage an interview to obtain good quality information	<ul style="list-style-type: none"> ◆ Their <i>Account</i> rather than your questions ◆ The <i>Conversation Management</i> cycle ◆ Using evidence during an interview ◆ Active Listening and Responding ◆ Challenge or clarify – the difference and the similarities ◆ Ending the interview 		
Evaluation	To understand the importance of evaluating the product of an interview & your performance	<ul style="list-style-type: none"> ◆ Evaluating planning and performance ◆ Looking at areas for improvement ◆ Planning for the next interview 		
Book this course now :				
Cost	Price Code E			
To book this event	ITS Training (UK) Ltd, 21/22 Oliver House, 23 Hall St, Chelmsford, Essex. CM2 0HG Tel: 08454 300 262 e-mail: bookings@its-training-uk.com			