

Ready 2 Train

Practical Customer Care



Introduction

[Introduction and contents](#)

Workbook

[Workbook for participants](#)

Other Documents

[Customer care memo](#)

Trainer's Material

[Trainer's overview timetable](#)

[Trainer's detailed timetable](#)

Practical Activity: [Case studies](#)

Practical Activity: [Communication diagrams](#)

[Workshop evaluation](#)

Visuals

[List and tips](#)

[PowerPoint guidance notes](#)

PowerPoint visuals [\(blue\)](#), [\(black\)](#)

[PowerPoint Show \(if no ppt facility\)](#)

[Visuals to print as transparencies](#)

To Set Up Your Training Workshop

[Welcome letter](#)

[Outline programme](#)

[Preparation discussion and agreement](#)

[Trainer administration resources](#)

[Preparation work](#)