

# Unit CU834 Develop your Own and Others' Customer Service Skills

## Aims

This unit is about developing your own customer service skills and passing those skills on to others. It is about helping themselves and others to learn and grow in their customer service roles. The learner may not be a manager or a supervisor but they may be responsible for showing others how things work and what they need to do. For example, a new member of staff may need an introduction to the products, services, systems or procedures of their organisation and the learner may be asked to show them. Or the learner may need to coach someone from another department who has been transferred. Also, there may be the introduction of a new product, service, system or procedure that the learner is asked to learn about and present or demonstrate to others. This unit will help improve their own coaching skills. The delivery of excellent customer service depends on the skills and the skills of those around them.

Level: 3

Credit value: 8

Learning outcomes The learner will:	Assessment criteria The learner can:
1. Develop their own customer service skills	1.1 Agree with a manager or mentor the specific customer service skills they need in their customer service role 1.2 Agree the actions they need to take to improve their customer service skills 1.3 Draw up a personal development plan based on their agreed actions to improve their customer service skills 1.4 Carry out their personal development activities and review their progress 1.5 Obtain feedback from their manager or mentor about their customer service performance and update their personal development plan
2. Plan the coaching of others in customer service	2.1 Identify and agree with colleagues specific customer service skills and knowledge those colleagues need in their customer service role 2.2 Identify opportunities for colleagues to take actions to develop their customer service skills

	<p>2.3 Plan and organise activities and coaching sessions for colleagues to help them develop their customer service skills</p>
<p>3. Coach others in customer service</p>	<p>3.1 Coach colleagues to develop specific and agreed customer service skills</p> <p>3.2 Give colleagues the opportunity to practise skills, apply knowledge and gain experience to develop customer service competence</p> <p>3.3 Regularly check the progress of colleagues and modify their coaching as appropriate</p> <p>3.4 Give regular feedback to colleagues about the progress they are making</p> <p>3.5 Explain clearly to colleagues how ongoing support will be provided</p>
<p>4. Understand how to develop their skills</p>	<p>4.1 Describe organisational systems and procedures for developing their own and others' personal performance in customer service</p> <p>4.2 Explain how their behaviour impacts on others</p> <p>4.3 Explain how to review effectively their personal strengths and development needs</p> <p>4.4 Describe how to put together a personal development plan for themselves or a colleague that will build on strengths and overcome weaknesses in areas that are important to customer service</p> <p>4.5 Explain how to obtain useful and constructive personal feedback from others</p> <p>4.6 Describe how to respond positively to personal feedback</p> <p>4.7 Describe how to put together a coaching plan that will build on their strengths and overcome their weaknesses in areas that are important to customer service and their job role</p> <p>4.8 Explain how to give useful and constructive personal feedback to others</p> <p>4.9 Describe how to help others to respond positively to personal feedback</p>

## Evidence Requirements

1. Your evidence should be collected when carrying out a real job, whether paid or voluntary, and when dealing with real customers, whether internal or external to the organisation. Evidence collected in a realistic working environment or a work placement is not permissible for this Unit. Simulation is not allowed for any performance evidence within this Unit.
2. You may collect the evidence for the Unit through work in a private sector organisation, a not-for-profit organisation or a public services organisation.
3. You must provide evidence that shows you have done this over a sufficient period of time with different customers on different occasions for your assessor to be confident that you are competent.
4. Your personal development plan may be based on existing customer service skills and development activities that already take place in your organisation or new activities that you have to devise.
5. You must have constructed your personal development plan taking account of information about the knowledge and skills relevant to your:
  - a customer service role
  - b own preferred method of learning
  - c workload
  - d opportunities for learning on the job
  - e opportunities for learning off the job.
6. QDSSURSULDWHSUVRQPMWEHRQHRUPRUHRIWKHIROORLQJ□
  - a your manager
  - b your supervisor or team leader
  - c a colleague detailed to help you learn
  - d your assessor
  - e your mentor
  - f someone from your training or personnel department.
7. Feedback about your customer service performance must involve your line manager or supervisor and your evidence must show this.
8. Your evidence of coaching may relate either to a single colleague or several colleagues who may be:
  - a new to the organisation or department
  - b new to the job, procedure or system
  - c experienced but seeking to refresh or improve their customer service skills.