

CUSTOMER SERVICE TRAINING · ACXPA CERTIFIED

Phone Customer Service Foundations

Six hours of live training that gives your team a proven structure for every call, plus the confidence to handle difficult customers, with more practice so the skills stick.

\$485

per person, ex GST

**PUBLIC OR
PRIVATE**

DURATION

2 × 3 hours (or a half day onsite)

DELIVERY

Live online (public) · online or onsite (private)

PRICE

\$485 per person, ex GST

OPTIONS

Public course ticket or private team training

CERTIFICATE

For everyone who completes

RATING

4.9/5 across our courses

What you'll be able to do

Know what customers want

What customers want and need from a call, based on decades of research.

Find the need fast

Three discovery techniques that uncover what the customer actually needs.

Close with confidence

Final checks and clear next steps that avoid clunky finishes and repeat calls.

Start every call well

Ownership, intent and clear expectations that build trust from the first words.

Explain clearly

Present information simply, with checks for questions and understanding.

Handle difficult callers

A simple two-step method to calm frustrated customers and de-escalate.

What's covered

SESSION 1

- 1 The Psychology of Customers** · What customers want and need, and why great service matters.
- 2 How to Engage** · A strong first impression at the start of every call.
- 3 Better Needs Discovery** · Techniques used by the FBI to find the real need, fast.
- 4 How to Educate** · Proactively inform customers, with checks along the way.
- 5 How to Close** · Avoid awkward endings with a simple, warm close.

SESSION 2

- 6 The Psychology of Complaints** · The types of difficult customers, and what they need.
- 7 Empathy and Intent** · Meet emotional and practical needs with a two-step response.
- 8 Handling the Most Difficult Customers** · Calm heightened emotions and respond to inappropriate behaviour.
- 9 Group Practice** · Put it all together in fun, practical role plays.

Everything in Essentials, plus a full session on difficult customers and more role plays, coaching and feedback. Two sessions give people time to use the skills on real calls in between, so the habits stick.



ACXPA certified course

cxskills.com.au/phone-customer-service-foundations-course · hello@cxskills.com.au

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How it compares

COURSE	LENGTH	PRICE EX GST	AVAILABILITY	BEST FOR
Essentials	1 × 3-hour session live online or onsite	\$315	Public or private	new starters, or a fast refresh for experienced staff
Foundations (this course)	2 × 3-hour sessions or a half day onsite	\$485	Public or private	anyone who wants skills to stick through practice
PRO	3 × 3-hour sessions or a full day onsite	\$645	Private only	teams who want to master phone service

All three courses are ACXPA certified and teach the same proven approach. Prices are per person in AUD, excluding GST. See the course page for the latest dates and prices.

Pricing and options

- ✓ Save 15% when you book 3 or more tickets in one transaction
- ✓ ACXPA members save 25% on live public courses
- ✓ Pay by card or request an invoice at checkout
- ✓ Private training for your team (minimum 5 participants) is priced after a quick chat

Your trainer



Simon Blair

30+ years in training and consulting, 50,000+ customer interactions assessed, and rated 4.9/5 from 140+ verified reviews.

Who it's for

Customer service teams, reception and office staff, call centre agents, small business teams, healthcare and professional services, and retail and ecommerce support.

Want a lower-cost option, or resources to improve service all year?



ACXPA membership

Built for anyone who looks after customers on the phone.



Scan to see membership

- ✓ 25% off every CX Skills live public course
- ✓ Self-paced courses on phone skills, service excellence, difficult customers and complaints
- ✓ The 7-Step Complaints Handling Framework
- ✓ Live expert access every fortnight

Individual \$197 a year · Business from \$497 for a team of five (ex GST) · acxpa.com.au/membership

Self-paced online training

Our lowest-cost option. Use it instead of live training, or alongside it to cover more topics, in short lessons that fit around shifts.



Scan to explore

- ✓ From \$9.15 per person a month
- ✓ 400+ lessons: customer service, leadership, conflict, AI and more
- ✓ Manager dashboards and custom pathways
- ✓ Certificates for every course

cxskills.com.au/self-paced-online-training

Next steps

See upcoming dates and book online by card or invoice (15% off 3 or more tickets), or talk to us about private training for your team on dates that suit you.

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Scan for dates

