

Success in Handling Difficult Customers and Service Recovery

Turn around tough customers with tact and skill. At this interactive and experiential workshop, participants will learn how to develop their people skills, manage emotions and events in a positive, pro-active manner.

YOU WILL LEARN

- Relate to different behavioural styles of customers and manage them effectively
- Establish immediate rapport
- Handle objections and resolve conflict
- Use proven techniques for handling difficult situations
- Control attitudes and moods that influence customers' actions and decisions
- Use a proven step-by-step model for service recovery
- Maximise your relationships through pacing, leading, anchoring and future-pacing

COURSE HIGHLIGHTS

1. Discover Your Customer Service Profile
2. Establishing Immediate Rapport with Customers
3. Proven Communication Techniques for Dealing with Difficult People
4. Strategies for Handling Difficult Situations
5. A Five-Step Model for Service Recovery
6. Taking Charge: Controlling Emotions, Attitudes and Abilities
7. Putting it all Together: Preparing for the Peak Performance

DURATION

2 days