

Course Duration: One Day

Aim

This programme provides the solutions to dealing with difficult situations with customers. Going in to depth as to what causes these situations, how to react to them and how to turn them into positive experiences for both you and the customer are discovered during this programme.

Prerequisites

There are no prerequisites for this course

Outline

What Makes Customers Challenging

- What causes customers to become challenging?
- How do you react?
- What you can influence
- Customers' expectations

Building customer relationships

- Building rapport
- Selling yourself

How you can influence the situation?

- Attitude - "I own the problem"
- The problem is yours
- Why our attitude is important
- Why people behave the way they do
- People who behave passively
- People who behave aggressively
- People who behave assertively
- Learning from complaints
- Words we use

Managing the challenging customer?

- Three stages of handling challenging customers
- Dealing with the angry customer
- Dealing with know-it-all customers
- Dealing with the non-stop talking customer
- Dealing with the customer with a language barrier
- Callers using abusive language
- Future approach

Debriefing

- What is debriefing?
- Debrief discussions
- Actions to be taken

Times: 8.30am – 5.00pm

Course Includes:

All Meals

Certificate and Workbook

\$595+GST

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