

Good Practice Training Group
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Dealing with Difficult Customers

Course duration: One day Course code DDC14 – call 0845 387 0269

Overview

This interactive course explains how to deal with demanding customers and how to stay calm under pressure. We will focus on the importance of establishing rapport and managing the customers' expectations.

Who is it for?

All staff who provide customer service.

Objectives

- Recognise the importance of not taking complaints personally but to respond in a professional manner
- Create positive dialogue with disappointed and angry customers' and resolve their complaints in a positive way
- Appreciate the value to you, and your customers' when you remain calm and resist pressure
- Manage the customers expectations through clear and concise dialogue

Course overview

- Why do customers get angry?
- Methods for coping with pressure and remaining calm and focussed
- How are we judged?

- Using positive language
 - Positive words and statements
 - What not to say
- Effective questioning skills to fully understand the customers perspective
- Managing the issues and remaining professional

All of our courses can be tailored to meet your specific objectives

Good Practice Training Bespoke Training for Business