



DEALING WITH CONFLICTS

COURSE DURATION: 1 DAY

Target Audience

Front line personnel, team leaders, and customer service managers

Course objective

In this course, you'll learn how to use all the perspectives to effectively cope with customer conflict, and sound methods to deal with all types of potentially confrontational situations

Topics covered

How to Create a Confrontational Customer

- recognize the behaviors and issues that typically trigger complaints and conflict from customers
- identify behaviors that generate customer confrontation
- list the product-related issues that anger customers
- apply the steps that ensure effective follow-through on a customer complaint, given a scenario

Communication Essentials for Dealing with Customers

- explore the value of critical communications concepts necessary for handling customer difficulties
- identify techniques to listen with detachment
- use techniques to backtrack and clarify during a given confrontational exchange, given a scenario
- identify self-development methods to help build rapport with angry customers

Face to Face with Customer Conflict

- problems in person
- recognize the value of being well-prepared physically and mentally for face-to-face service challenges
- use techniques to make a customer feel understood
- identify questions needed to gather complete information with the first contact
- apply principles to resolve customer issues and repair customer relationships

Handling Customer Conflicts Over the Phone

- perceive the value of specialized techniques to cope with challenging customer service issues over the phone
- use the proper techniques to avoid triggering angry reactions from a customer
- provide effective telephone assistance to four types of customers
- recognize techniques to maintain a high performance attitude at all

