

Managing Difficult Customers

Course Content

This workshop provides participants with strategies to deal with difficult customers and situations whilst maintaining professional service standards.

Content includes:

- Foundations of customer service (what do customers want and how can we anticipate their needs)
- Why people complain/what makes people difficult
- Three steps to dealing with complaints and difficult people
- Ensuring positive interactions with customers regardless of the level of difficulty

Learning Outcomes

- Understand preferred communication methods
- Know and understand how to manage difficult customers and situations
- More positively manage own and others behaviour
- A Personal Action Plan

Who should attend?

This course is designed for all people working in the 'front line' of business:

- Salespeople
- Customer service staff
- Telephone enquiry staff
- Receptionists
- Personal assistants
- Sales assistants
- Field staff

Delivery Information

Duration: 2 hours
Location: State-wide

Investment

\$ 175 TCCI member
\$ 260 non-member

More Information?

Call 1300 559 122 today to discuss your training needs including on-site or customised delivery, or email training@tcci.com.au