

Academy of Training

Dealing With Difficult Customers

Overview

To provide an effective service in today's results orientated environment requires many skills. We must have not only a commitment to our work but also an ability to handle ourselves and our customers effectively.

We must be able to relate to people with diverse backgrounds and differing abilities and understand their needs. We must also be able to meet the demands of even the most challenging customers in a professional manner while at the same time supporting ourselves so we are able to cope with the demands our service role requires of us.

Objective

The objective of this one-day programme is to assist staff with service responsibilities in developing/updating all the key skills to effectively handle the challenge of difficult customers.

Content

Topics covered in the session include:

Effective Communication and Customer Service

- Working with challenging customers – an overview
- Key habits and behaviours for effective customer service
- Beginning with the end in mind - applying key habits to our dealings with difficult customers.

Managing Difficult Customers Successfully

- Working with challenging customers face-to-face and on the phone
- Getting our message across professionally
- Dealing with abusive customers, upset customers and customers under stress
- Handling negativity and complaints from customers constructively
- Keeping conflict to a minimum
- Using negotiation skills for quality outcomes
- Conveying "bad news" constructively
- Getting back on track - supporting ourselves and our colleagues after difficult conversations.

Method

The programme will be conducted on a consultative and interactive basis built entirely around the examples and the experience of the participants.

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