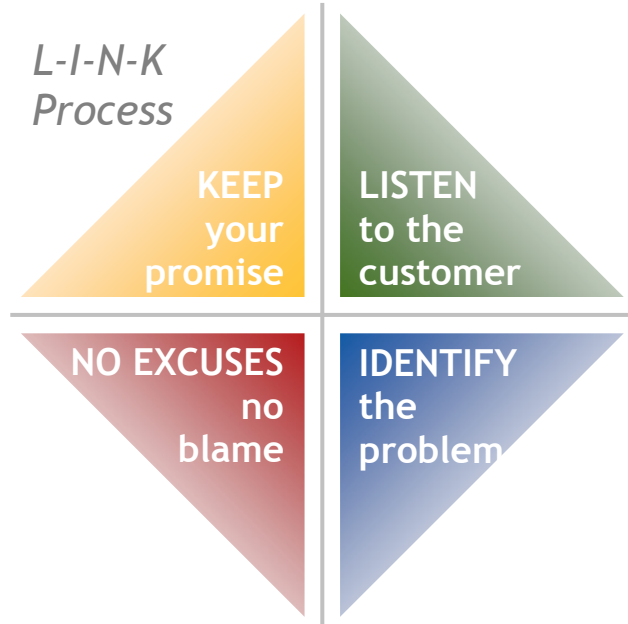


Dealing with Difficult Customer Situations



Unless you have a clear understanding of who your customers are, it will be difficult to satisfy their needs and expectations.

Dealing with Difficult Customer Situations

requires a considered approach and the right perspective. Understanding your customer is the first step. Participants will discuss many aspects of the service experience and learn tools and techniques that they can put use immediately.

This program will appeal to professionals at every organizational level and will be of particular interest to customer service teams.

Objectives

- Reflect on previous customer service experiences, both good and bad
- Discuss specific customer service situations that were/are difficult to handle
- Identify factors that contribute to difficult situations and develop strategies to reduce the occurrence of such situations
- Identify factors and learn skills that enhance customer service experiences
- Learn skills to deal with difficult customers

Overview

1. Quality Customer Service Definition
 - Determinants of Service Quality
2. Understanding Your Customers
3. The Service Encounter
 - Factors of good and bad encounters
 - Strategies to enhance encounters
4. Tools for Dealing with Difficult Customer Situations
 - Respect and Empathy
 - L-I-N-K Process
 - Understanding different personalities
 - How to Say 'No'

Schedule your workshop today!

Call **902-405-3411** or email mail@daleyprogress.com.