

Handling Complaints and Difficult Situations in Customer Service

Objectives

To provide the knowledge and skills required to use proven techniques and strategies to obtain a resolution that is satisfactory for both parties and helps re-establish a trusting relationship.

Targeted audience

Customer service personnel, whether for internal or external customers.

Prerequisite

None

Content

- Proactive vs. reactive approaches to prevent recurring difficult situations
- The means of communication to favour according to the context (phone, email, in person)
- The 7 steps to follow when managing a difficult situation
- Identifying and responding to 4 types of difficult clients
- The ET technique for disarming a client's negative emotions: Empathy and Take Charge
- The 3 types of negotiation
- Expressions to use and to avoid when dealing with difficult situations
- Techniques for conveying bad news in a factual and tactful manner
- Managing complaints to create positive lasting relationships (building loyalty)
- Strategies for maintaining a positive attitude in conflict situations
- Handling prejudice: identifying and mastering one's emotions
- Strategies for managing stress
- Advanced techniques for active listening
- Setting limits
- Politeness: the art of interrupting tactfully
- Dealing with an aggressive customer
- Best practices for handling email during difficult situations
- The "Three Strikes, You're Out" technique: how to end a conversation tactfully
- The best practices for emailing in difficult situations
- Case studies
- Building an individual action plan
- Checklist including key concepts

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DURATION
2 DAYS

REGULAR FEE
945 \$

PREFERENTIAL
FEE
850 \$

DATES*

Gatineau	September 17 to September 18 2019
Quebec City	September 30 to October 1 2019
Montreal	November 18 to November 19 2019

Accreditation and partners association



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