

Dealing with Challenging Situations

This short course is for all contact centre and customer service personnel.

Whether dealing with in-bound or out-bound calls, it will develop your skills in handling a wide variety of difficult and challenging situations.

You will develop your communication skills and learn powerful assertion techniques – helping you deal more confidently and effectively with both customers and colleagues.

Course Objectives

By attending, delegates will:

- ✓ Reinforce and refresh their basic customer handling skills
- ✓ Develop skills in handling challenging service situations and difficult customers
- ✓ Develop skills to handle customers and colleagues assertively
- ✓ Increase their level of confidence in handling difficult and challenging service situations

Target Audience

Contact centre agents wishing to develop their communication skills beyond basic customer handling.

Duration

2 days

Content

- Revisiting customer service principles
- Refreshing customer handling skills
- The psychology of customers
- Understanding personality types
- The *real* causes of anger and emotion
- The three communication styles
- Dealing with angry and unreasonable customers
- Upset and emotional customers
- What does the customer *really* want to hear?
- Avoiding the common pitfalls
- Words and phrases *guaranteed* to make things worse
- Empathy, understanding and sensitivity
- The power of 'disarming' techniques
- Assertion is not aggression
- Assertion and confidence
- Steps to assertive customer handling
- The language of assertion
- Learning to say 'no'

Learning Methods

This is a highly stimulating and motivating programme. The course is interactive and has a high practical content involving discussion, syndicate work and practice sessions.

Delegates leave with increased confidence to handle difficult and challenging situations when they arise.

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