

Handling Customer Complaints

The greatest challenge faced by most service & support personnel is how to deal effectively with difficult, angry and upset customers.

This advanced course is for experienced call centre and helpdesk personnel. Whether dealing with customers by telephone or in-person, it will develop skills in handling a wide variety of difficult and challenging customer behaviours.

Learn to deal confidently with difficult, angry and upset customers. Boost your confidence and increase your personal effectiveness in a wide variety of situations!

Course Objectives

By attending, delegates will be able to:

- ✓ Define the key characteristics and needs that underlie difficult behaviours
- ✓ Use 'disarming' techniques to defuse anger and hostility
- ✓ Develop skills in handling challenging service situations and difficult customers
- ✓ Develop skills to handle angry customers
- ✓ Learn how to say 'no' when necessary
- ✓ Learn to stand your ground assertively when faced with unreasonable demands

Target Audience

Customer service and support professionals wishing to develop their communication skills beyond basic customer handling.

Duration

1 day

Content

- Redefining best practice in customer handling
- Understanding the different personality types
- What do 'difficult' customers have in common?
- Techniques for dealing with unreasonable and difficult behaviour
- Handling angry & upset customers
- The power of 'disarming' techniques
- Learning to say 'no'
- Standing your ground
- The power of negotiation & compromise

Learning Methods

This is a highly stimulating and motivating programme for experienced customer service & support professionals.

The course is interactive and has a high practical content involving discussion, syndicate work and practice sessions.

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

**Best Practice
Training & Development Ltd**

t + 44 (0)1923 225225
f + 44 (0)1923 224100
info@bestpractice.uk.com
www.bestpractice.uk.com