

Managing Difficult Customers

Course Content

Employees that deal with customers are literally the face of your business. What face are your customers/clients seeing?

This workshop looks at service provision both within and external to your organisation including:

- Foundation of customer service (what do customers want and how can we anticipate their needs)
- Why people complain/what makes people difficult
- Recipe for success dealing with complaints and difficult people
- Ensuring positive interactions with customers regardless of the level of difficulty
- Professional personal presentation and communication skills

Learning Outcomes

- Understand preferred communication methods
- Know and understand causes of conflict and conflict resolution methods
- More positively manage own and others behaviour
- A Personal Action Plan

Who should attend?

This course is designed for all people working in the 'front line' of business:

- Sales people
- Customer service staff
- Telephone enquiry staff
- Receptionists
- Personal assistants
- Sales assistants
- Field staff

Delivery Information

Duration: 2 hours

Locations: State-wide

Investment

\$175 TCCI member

\$260 non-member

More Information?

Call 1300 559 122 today to discuss your training needs including on-site or customised delivery, or email

training@tcci.com.au