

DEALING WITH DIFFICULT CUSTOMER

BEHAVIOURS & COMPLAINTS

1 DAY



By **SGS**



LEARNING OUTCOMES

- Better recognise your customers' difficult behaviours and understand what may be contributing to them
- Learn how to build conversations with your customers or clients that result in win-win outcomes.
- Know the right type of questions to use at the right time to get the information you need to help your customers
- Identify your good and not-so-good listening skills
- Deliver bad news to your customers in more positive ways
- Respond to complaints with the right emotions for the situation
- Have more confidence in resolving your customers' complaint

CORE COMPETENCIES

- Composure
- Customer Focus
- Integrity and Trust
- Interpersonal Savvy

COURSE OVERVIEW

When you encounter difficult customer behaviours, it is easy to take it personally and a natural reaction for many is to respond aggressively, while others withdraw passively.

This course will help you deal with difficult customer service conversations and increase your chance of winning back unhappy customers by providing you with the skills to listen and act on the best decision, stay positive and communicate effectively under pressure.

TOPICS COVERED IN THIS COURSE

Understanding customer behaviours

The four positive intentions that drive customer behaviours.

When things get difficult

What to do when you start out with positive intentions, but people react with challenging and difficult behaviours.

Effective communication equals effective customer service

Great interpersonal communication skill and style is the key to effective communication in customer service.

Shared goals and mutual respect

Agree, build and connect.

Listening effectively to customers

Learn how to listen with your ears, eyes and emotions.

Responding with assertive responses

Seeking information via layering questions and responding with assertive responses.

Speaking assertively with customers

In situations where we are dealing with unhappy customers and the wide range of emotions that come with them, we need to be both empathic and assertive.

Delivering bad news positively

What to say when you cannot deliver what the customer wants.

Why we should welcome complaints

Look at four good reasons for welcoming complaints.

Dealing with customers' high emotions

The hardest part about dealing with difficult customer behaviours is dealing with people's emotions.

Responding to and resolving customer complaints

The seven key steps to responding to customer complaints.

Practical, relevant training
developed for the Australian
workplace.

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