

Managing Complaints and Challenging Situations in Customer Service

Duration: 1 day

Audience: Pour tous

Who is this training for?

For everyone

Training objectives

- Turn your communications with your customers into positive memories for them and for you.
- To manage difficult situations in a way that satisfies everyone.
- Defuse "killing" phrases with "bringing life back" phrases.
- Identify concrete ways to improve your relationships with your customers.
- Counter the emotional escalation following a refusal.

Summary

To get through a delicate and tense situation with a client by adopting effective techniques and attitudes to protect yourself, preserve the quality of the relationship and restore trust.

Course outline

The Service Relationship

- The Three Dimensions of a Customer Relationship
- The Cycle and Stages of a Customer Relationship
- The Limits of the Service Situation

The Dissatisfied Customer

- Unmet Needs Increase the Pressure
- The Stages of Emotional Escalation
- Obtaining the Customer's Cooperation

Intervention Techniques

- Expressing a Refusal and Maintaining the Customer Relationship
- Regaining Leadership in a Customer Relationship
- Responding to "Killing" Phrases

Approach and methodology

The training is based on a practical and immersive approach, focused on realistic scenarios to manage difficult customer interactions. It combines role-playing, immediate feedback and concrete communication tools, in order to transform reflexes into effective behaviours. The facilitator acts as a facilitator and coach, helping participants to develop a professional posture that promotes de-escalation and the preservation of the customer relationship.

Recommendations

- Be in regular customer contact (service, support, sales, reception)
- Have already been exposed to difficult situations (complaints, dissatisfaction, refusals)
- Be willing to question their communication reflexes