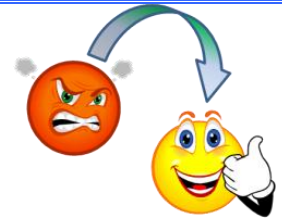


DEALING WITH CUSTOMER COMPLAINTS

The benefits of dealing with customer complaints effectively and efficiently are enormous. You gain the satisfaction of turning a negative situation into a positive one. You learn some important things about human nature, you become a better communicator and a more effective ambassador for your company or organisation. You become more competent at your job, and more confident in yourself.

Benefits:

This program will provide opportunities for participants to practice techniques for handling complaints. You'll learn how to effectively deal with difficult customers and how to turn a negative beginning into a positive ending.



Topics to be explored:

- ▶ Understanding the benefits of handling customer complaints
- ▶ Why customers complain
- ▶ Techniques to respond when a complaint takes you by surprise
- ▶ Communication techniques that work – listening, questioning and empathy
- ▶ How to defuse anger
- ▶ When the customer isn't always right
- ▶ Dealing with customers who are untruthful
- ▶ Learning from experience
- ▶ Customer follow up
- ▶ Learning from experience

Target audience:

- Customer service officers
- Supervisors, managers, team leaders
- Frontline staff who may, from time to time, deal with difficult situations or customer complaints.

For more information about the course content contact or to register contact:
Liz Paine: 0400 778807 or
lizpaine@learninginsight.com.au

What's included:

In-house training at a time to suit you
Instruction by an expert facilitator
A highly interactive workshop tailored for your organisation
Participant workbooks
Personalised certificate of completion