PROFESSIONAL DEVELOPMENT TRAINING

1300 121 400

REQUEST QUOTE

1.0 DAY COURSE

Resolving Customer Issues

Does your team struggle with customer challenges? Do you know how to effectively resolve customer issues and make them raving fans, instead of brand assassins?

Today, more than ever, Resolving Customer Issues is an important part of every service and business.

In this fun and exciting Resolving Customer Issues training course you will learn to recognise how your attitude impacts on your interactions, how to turn around difficult situations and how to see opportunities in customer issues

You will learn about your own personality type as well, as other personality types, and how to engage others in an entirely new way that provides a path to better communication and delivering an improved customer service experience.

PD Training can provide a complete professional development program for your organisation which includes personality profiling and automated training needs analysis, so contact us today to learn more!

The PD Training Resolving Customer Issues course is fun and effective and will improve the way you approach delivering service to your clients. This course is available now throughout Australia, including Brisbane, Sydney, Melbourne, Adelaide, Canberra and Perth.

Customised Resolving Customer Issues courses are available for organisations that require specific scripts or product knowledge. Contact us today for a free quote!

What You'll Gain:

In order to create higher levels of customer satisfaction, you need to go beyond good customer service and exceed your customers' expectations with exceptional service every time. In order to achieve this, it is important to ask yourself some questions:

- Do you or your staff have the right skill sets to deal with difficult customers?
- How do you currently improve your approach to managing conflict?
- Do you bounce back after a difficult interaction with a customer?
- Can you turn difficult situations into opportunities??

This Resolving Customer Issues Course is for professionals who want to make a significant contribution to their company's image or bottom line and make their own lives more rewarding by consistently providing exceptional customer service to both internal and external customers.

Outcomes

After completing this course participants will be able to

- Deal with challenging customers
- Understand customer diversity
- Build Rapport and Empathy
- Apply critical communication skills
- Learn lessons from your most difficult customers
- Know how to defuse situations with customers and to handle tough scenarios
- Know how to contribute to and create a customer service culture

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Modules

Lesson 1: Challenges

Addressing Customer Challenges

Lesson 2: Communication Styles

- Adjusting your Style for a Better Approach
- Communicating Under Stress

Lesson 3: Emotional Intelligence

- Johari Window
- Self-Control

Lesson 4: Empathy and Rapport

- The Role of Empathy
- Listen Hard and Open Up
- Building Rapport

Lesson 5: Resolving Issues using Different Communication Modes

- The Different modes of Communication
- Using H.E.A.T

Lesson 6: Responding to complainants in writing

Responding to customer complaints in writing
Drafting a satisfactory email

Lesson 7: Conflict Resolution

- From Wince to Scream
- Emotions and Conflict

Lesson 8: Understanding Your Response to Conflict

- Understanding what Triggers you
- Using your Style to Communicate more Effectively

Lesson 9: Resilience

- What Depletes your Resilience
- What Replenishes your Resilience

Lesson 10: Responding to Pressure

- What causes Pressure
- Positive Reframing
- Common Thinking Traps

Lesson 11: It's a Wrap!

What shall I Start Doing, Stop Doing and Keep Doing

Talk to our expert team

Phone: 1300 121 400

Email: enquiries@pdtraining.com.au