



Managing challenging customer situations

The workshop will provide you with the skills to recognise and define customer needs, recognise triggers to conflict and identify the causes of challenging customer situations. You will develop techniques for dealing with potential conflict and gain confidence in taking the lead to achieve a positive outcome and manage customer expectations.

Course duration

Typically 1 day

Who should attend?

Suitable for all employees dealing with internal or external customers.

Course content

Customer focus:

- what do customers want - internal and external customers
- what makes customers happy or angry
- barriers to good customer care
- identifying the range of difficult customer situations: language barriers, unclear requests, persistent complaints, aggression, etc

Understanding your customer

- developing the skills for effective communication – listening and questioning to understand each other
- positive and negative effects of words, tone and body language
- managing customer expectations
- building rapport and developing relationships with different types of customer

Dealing with challenging situations

- identifying our own 'crumple buttons'
- boosting inner confidence to deal with stressful situations
- empathising to understand the issues
- remaining calm under pressure
- techniques for dealing with aggression, difficult people and potential conflict
- taking ownership
- agreeing action points

Pre-requisites

None

Course style

Highly participative using small group discussions, exercises and case studies

Objectives

As a result of attending this workshop, participants will:

- identify the causes of challenging customer situations
- develop techniques and strategies for dealing with them
- build inner confidence and skills to manage client expectations
- create a proactive and positive image

To book your place please contact the Business Development team

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This workshop can be tailored to meet your organisation's requirements.