



CUSTOMER SERVICE  
EFFECTIVENESS

# Conference | Crisis management with a difficult client



## COURSE SPECIFICATIONS



### FORMAT

- Conference



### DURATION

The conference lasts 1.5 hour (90 minutes).



### TARGET AUDIENCE

Front-line staff and support staff who must deal with customers.



### DELIVERY METHOD

Speaker-led classroom-delivery learning model with pre-determined pace.

A simple, efficient and powerful way to discuss best practices.



### LANGUAGE

Available in:

- French
- English

## DESCRIPTION

The **Crisis Management with a Difficult Client** Conference introduces personnel to defusing techniques to resolve crisis situations in an effective and professional manner, enabling both parties to continue their activities.

## OBJECTIVES

ALLOWING THE PARTICIPANT TO:

- Reflect upon a frame of reference and integrate the notion of "defusing" within the organization;
- Use appropriate interpersonal skills and behaviors to prevent or defuse crisis situations with clients.

## COURSE CONTENT

- **A difficult client ...**
  - What angry customers need and want
  - How anger begins and builds
- **The Anger Model and its four stages**
  - Stage 1 – Trigger
  - Stage 2 – Escalation
  - Stage 3 – Crisis
  - Stage 4 - Resolution
- **Defusing Techniques**
  - Stage 1 – Preventing a crisis from starting
  - Stage 2 – Preventing escalation
  - Stage 3 – Defusing a crisis
  - Stage 4 -Dealing with the aftermath of a crisis



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