



CUSTOMER SERVICE
EFFECTIVENESS

Effective Complaint Resolution



COURSE SPECIFICATIONS



FORMAT

- In-house



DURATION

Training is given in one day (6 hours).

(The content and the duration of this session can be adapted for a personalized on-site training.)



TARGET AUDIENCE

Frontline customer service advisors who work directly with disappointed and/or dissatisfied customers



DELIVERY METHOD

Instructor-led, group-paced, classroom-delivery learning model with structured, hands-on activities. Participants' experiences are used as support to put new notions into action.

Highly personalized and interactive approach, the groups are limited to 15 participants.



LANGUAGE

Available in:

- French
- English



CERTIFICATION

Training Certificate



Tél. : 514-365-8397



Fax. : 514-365-8940



info@solutionsandco.com



www.solutionsandco.com

DESCRIPTION

Effective Complaint Resolution is designed for frontline customer service advisors who work directly with customers. Participants attending this training will learn how to effectively deal and resolve complaints, and retain the customer. There are techniques for regaining the customer's goodwill and building a lasting relationship even after things have gone wrong. Applying the behaviours, methods and skills in this course will help create a service recovery culture.

OBJECTIVES

ALLOWING THE PARTICIPANT TO:

- To recognize the importance of complaint resolution.
- To gain awareness and knowledge of behaviors, techniques and skills to effective service recovery.
- To implement effective service recovery within the organization.

COURSE CONTENT

INTRODUCTION TO SERVICE RECOVERY

- Customers perception of effective complaint resolution
- Customer expectations when things go wrong

RESTORING CUSTOMER CONFIDENCE

- Confidence
- Communication
- Appropriate language use

DEALING WITH DISAPPOINTED AND/OR DISSATISFIED CUSTOMERS

- The psychology of anger
- The anger model and its four stages
- Defusing techniques

PROBLEM-SOLVING AND NEGOTIATION

- Negotiation
- Developing win-win solutions

CONCLUSION

- Keeping promises
- Following-up
- Building a lasting relationship

PERSONAL ACTION PLAN

