



CUSTOMER SERVICE
EFFECTIVENESS

Defusing Crises when Dealing with Difficult Clients



COURSE SPECIFICATIONS



FORMAT

- In-house



DURATION

Training is given in half-day (3 hours)

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



TARGET AUDIENCE

All Frontline personnel with previous customer service experience, Team leaders, Department supervisors, Customer Service Managers.



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



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DESCRIPTION

Participants attending **Defusing Crises when Dealing with Difficult Customers** will acquire the skills, techniques and self-confidence necessary to deal effectively with clients at all stages of anger and use interpersonal skills and behaviours to prevent or defuse crisis situations with clients.

OBJECTIVES

ALLOWING THE PARTICIPANT TO:

- Deal effectively with clients at all stages of anger (annoyed, angry, enraged);
- Use interpersonal skills and behaviours to prevent or defuse crises with customers;
- Recognize the precursory signs of violence;
- Deal with the aftermath and repercussions of a crisis.

COURSE CONTENT

INTRODUCTION

- How anger starts and evolves
- The anger model and its four stages

PREVENTING A CRISIS FROM STARTING

- Stage 1 – Trigger –
- Defusing techniques for stage 1

PREVENTING ESCALATION

- Stage 2 - Anger escalation
- Defusing techniques for Stage 2

DEFUSING A CRISIS

- Stage 3 - Crisis
- Defusing techniques for Stage 3

DEALING WITH THE AFTERMATH OF A CRISIS

- Stage 4 - Resolution
- Getting back to normal

PERSONAL ACTION PLAN

