



CUSTOMER SERVICE  
EFFECTIVENESS

# Managing Delicate Situations with Customers



## COURSE SPECIFICATIONS



### FORMAT

- In-house



### DURATION

Training is given in a half day (3 hours).

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



### TARGET AUDIENCE

Frontline associates and service personnel dealing with customer care



### 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

Emploi Québec

## DESCRIPTION

**Managing Delicate Situations with Customers** offers techniques and practical methods to help participants effectively manage delicate situations with customers (disappointment, annoyance, dissatisfaction, discontentment, etc.). It preserves a friendly environment to ensure prevention of emotional escalation and to avoid difficult or conflict situations.

Participants will learn to identify simple, clear reference points which will allow them to broach delicate situations and maintain an atmosphere favorable to customer collaboration.

## OBJECTIVES

ALLOWING THE PARTICIPANT TO:

- Be conscious of his individual contribution to the situation (stress, tension, reaction, etc.)
- Adopt behavior suitable to delicate situations
- Reduce tension and length of delicate situations

## COURSE CONTENT

### DELICATE SITUATIONS

- Defining a "delicate" vs. "difficult" situation
- Determining which elements are at stake in such situations

### THE SERVICE PROVIDER

- What do we FEEL in a delicate situation?
- How do we REACT?

### THE CUSTOMER

- What the customer wants when he is disappointed or annoyed
- Avoiding anger escalation

### METHODS AND APPROACHES IN TACKLING DELICATE SITUATIONS

- Rallying our resources
- Knowing how to say "no"
- Giving bad news
- Recognizing our mistakes and offering an apology
- Establishing limits

### PERSONAL ACTION PLAN



Tél. : 514-365-8397



Fax. : 514-365-8940



info@solutionsandco.com



www.solutionsandco.com

