

CUSTOMER CARE

Why a training in customer care?

If you own or manage a business which is about clients you may have noticed that clients are important. Regardless of the industry in which a company operates, clients make the difference between success or failure. Managers tend to be aware of that. Employees on the other hand, often lack the knowledge or manifest little enthusiasm when it comes to genuinely „putting the client” first.

Target audience

All levels of service personnel and business professionals with customer contact who want to excel at providing superior customer care and service. Service personnel with high profile, high-pressure public contact who need to handle difficult people better and resolve complaints.

About the Conflict Management Program

This type of training is the most norm-based. Why is that ? Because there are strict Dos and DO NOTs in customer care – to abide by them is to ensure satisfied customers and business success. The biggest challenge companies face is client retention and brand loyalty.

Topics covered:

- Delivering World-Class Customer Service
- Defusing Difficult and Demanding Customers
- How to detect the difficult customer versus the upset customer
- How to communicate with customers to avoid causing defensiveness
- How to most effectively respond to unreasonable demands with phrases that calm people down
- How to recognize complaints and dissatisfaction in the incipient phase
- How to avoid turning a dissatisfied customer into an angry customer
- How to listen for facts and not for feelings
- How to eliminate your prejudices to be a better listener
- How to avoid taking it personally when a customer is venting their frustration
- How to avoid turning a dissatisfied customer into an angry customer
- How to project a professional image that expresses self-confidence

Key Skills the Program Features:

- Build exceptional customer loyalty
- Bridge the gap between you and your customer
- Discover what it takes to excel in customer service.
- Discover the secrets to maximize the potential of every customer contact.
- Dealing with complaints
- How to turn complaints into increased customer loyalty
- Exceed customer expectations by improving efforts in the areas:
 - Customer friendly processes
 - Employee commitment to customer service
 - Customer dialog
 - Acting professional

Benefits

Improve the quality of customer service delivered
Decrease the number of lost customers due to poor service
Avoid negative publicity and loss of business
Deliver service that earns the praise of customers and clients
Increase customer loyalty by better meeting their expectations
Develop the ability to transform customer conflict into customer loyalty
Act rather than react when faced with the complaining customer

Methods used are highly interactive, based on ways in which adults learn: role play, fish bowl, display show, group tasks, exercises, case studies.

Duration

1 day - 8hrs of training including coffee & lunch breaks

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Please [contact us](#) and ask our consultants to give you detailed information on our training capabilities: +4021 310 13 39; contact@aplusperformance.ro