



Righting Wrongs

Turning complaints into business opportunities

However talented they are, sometimes customer service professionals find that things can inevitably go wrong. They need a chance to stop and think through what they can do differently to provide an even better service to customers. They need techniques for responding to people who express dissatisfaction in a way that helps both parties feel there has been a more than satisfactory resolution. Starting with some self-awareness work, delegates will work on self control, enabling them to ease the fevered environment on the team and further improve the quality of the service they provide. This practical session aims to provide a supportive group ambience for agreeing and practising helpful skills.

Learning Aims

By the end of the workshop, delegates will be able to :

- describe what needs to happen to manage personal confidence and impact successfully
- demonstrate relevant skills to enable them to deal with difficult situations and reduce stress for themselves and fellow team members while doing so
- agree consistent standards for dealing with difficult people and situations
- respond to customer complaints in a professional way that promotes a positive image of the business consistent with its brand

For Whom

This half-day workshop is for anyone who deals with customers as part of their job and has to cope with a commercial environment in which rising (and sometimes unreasonable) customer expectations are becoming the norm. It has been created either to act as a standalone for people who find that meeting these customer expectations is becoming more stressful, or to complement any previous or existing customer care training.

Content

- Review of experiences : what happened, what was the result, how did we feel
- Self awareness exercise : boosting our own confidence
- Managing our emotions and staying in control in stressful situations
- Difficult situations : defence mechanisms and barriers to a positive resolution
- Taking the HEAT
- Directing the conversation
- Strategies for responding to difficult individuals and conflict
- Providing mutual support within the team
- Managing expectations and making it easier to keep promises
- Practical exercise based on real scenarios
- Strategies for responding to unreasonable requests
- Following up in writing