

Challenging client conversations

Overview

From time to time, anyone dealing with customers will have challenging situations to deal with. It just goes with the territory. It's inevitable.

Properly prepared, however, dealing with a challenging situation doesn't have to be a stressful, difficult or negative experience. Competence, courtesy and confidence are 'all' it takes. Perhaps 'all' sounds like quite a lot? That's where this workshop comes in.

Objectives

This half-day programme will help you:

- Develop your emotional intelligence when communicating with customers
- Understand 'difficult' types of customer personality
- Master the skills and behaviours needed to deal with challenging customer behaviours
- Manage sensitive conversations with more demanding customers
- Learn how to stay in control of the situation
- Use a range of different coping strategies and techniques
- Build your self-confidence

Who should attend?

Customer representatives, front-line staff, account managers and anybody responsible for delivering high levels of customer service.

Format

This practical half-day workshop involves a mix of trainer input, practical tasks and exercises and group discussion. Participants are

asked to bring their personal examples of challenging situations to use in the workshop. The focus is on real-life application.

Expert trainer

Scott Rumsey is our lead trainer. His programmes get great feedback, as you can see from his profile, [here](#).

Workshop outline

1 Why are some customer conversations challenging?

- What are your most challenging conversations?
- Emotional intelligence in communication
- Know your triggers
- How to respond calmly

2 Communicating with different types of people

- How do you come across to other people?
- Understanding the four key styles
- Recognising key traits in others
- Adapting your style for different types of people and situation

3 Key communication strategies

- Review of questioning techniques
- Active listening
- Handling complaints effectively
- Take the H.E.A.T. out of the situation

4 Action planning

- What will you put into practice?

Any questions? Please just give us a call on 01582 463464 – we're here to help!

Or visit www.thecustomerservicetrainingcompany.co.uk

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