

# Syllabus

## COURSE SPECIFICATIONS

### DURATION

Training is given in one day (6 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

Follow-up available (Optional)

### CERTIFICATION

Training Certificate

### ACCREDITED BY EMPLOI-QUÉBEC

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## Corporate Training

### "Customer service" Series

## Overcoming Difficult Customers

### DESCRIPTION

Participants attending this training 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:

- To recognize the difficult behaviours that triggers complaints and conflict from customers.
- To apply the methods for approaching difficult behaviours, to prevent or diffuse crises situations.

### COURSE CONTENT

#### 3 steps to overcome difficult customers

- Know how to understand the customer
- Know how to solve problems
- Know how to communicate

#### What to consider

- The expectations
- The past experiences
- The personality
- The perception
- The culture

#### Understanding the difficult customer

- Take a fresh look at the customer
- Adopt the customers' perspective
- Identify what the customer really wants

#### Problem solving

- Earn the customers' trust
- Control your emotions
- Manage the customers' emotions
- The anger model and defusing techniques
- Win-Win solutions

#### Communicate effectively

- Talking in a calming way
- Build a relationship
- Send the proper non-verbal messages
- Understand the problem

#### Traps and success indicators

#### Elaborate personal action plan