

HOW TO HANDLE COMPLAINTS EFFECTIVELY:



Course Overview:

Receiving complaints is inevitable. The way frontline staff work with your customers in handling complaints is critical as it has a direct impact on the 'bottom line' and the value you place on your relationship with that customer! Make sure that staff have the best skills, strategies and techniques to ensure that every customer experience is a positive one with this "Complaint Handling Skills Course".

This one day programme is aimed at those people with direct contact with your customers either face to face, over the telephone or in writing.

Who Will Benefit From The Course?

- Staff who deal with customers on a daily basis face to face
- Telephone sales and service advisers
- Customer care teams
- Helpdesk operators
- Staff who are responsible for responding to emails and correspondence

What Will You Gain From the Course?

- A process for handling complaints effectively; techniques and strategies to handle customer complaints
- Ways to Understand Your Customers' Points Of View;
- Explore how To Build Rapport With Your Customers with effective Questioning And Listening Techniques;
- Learn The Importance Of And Practise Non-verbal Communication Skills;
- Customer Care - The Importance Of Tonality & Inflection ;
- Achieving high levels of Customer Service and standards
- Learn how to write to your customers effectively and efficiently
- Learn to be assertive with your customers
- Ways to maximise on complaints as opportunities for improvement individually and organisationally

Duration: 1 day

Activity – www.activitygroup.co.uk

Putting energy, passion and a positive attitude into the workplace