

Meet the challenge of customer service

2 Half Days

Do your customers sometimes make unreasonable demands or behave in challenging ways? With the right approach, these conversations can end on a positive note. Learn how to respond effectively, even when customers are demanding or difficult. Find out how to influence people who play power games. Discover how to get your point across in difficult situations. Finally, you'll master techniques for handling irrational or aggressive behaviour from clients with mental health problems.

What you'll learn to do in this course

You'll come out of this session with powerful tools for delivering great service in tough situations. We'll bring theory to life and tell you how to succeed. A range of practical tips will be presented to you. You'll talk through examples and enjoy practical exercises. At the end of the course, you should be able to:

- Identify key steps your team can take to deliver consistently high service
- Identify triggers for customers' difficult behaviour
- Use four key steps for handling difficult behaviour
- Use influential language to get your message across
- Handle people with mental health issues
- Maintain a positive state whilst working under pressure

Topics you'll cover

- The psychology of customer service
- What drives difficult behaviour
- LAST steps for difficult behaviour
- Speaking with influence
- Beyond difficult...
- Caring for yourself

“think
learn?
succeed”

“Smart training for clever people”

What others have said about the course...

“Very professional and good content. Thank you. I have learnt a lot of new tools and activities to take back to my team.”

“Enjoyed course and I felt the presenter was engaging and interactive with our group. Eleanor's experience is well suited to this program.”

“This was a course that I could take the material and relate to my circumstances rather than have to take the ideas and materials and translate into what I needed.”



Book your training NOW

Call Eleanor Shakiba on 0433 126 841

Download course information at
www.thinklearnsucceed.com.au