



## Communication for commissioning adjusting and application engineers

...ensure a good start with the customer

The installation and commissioning of a machine/ plant is the basis for the further cooperation with the customer. A correct behaviour of the employees on site is crucial for sustainable customer satisfaction. Especially in difficult or "critical" situations a professional and customer-oriented behaviour is essential - without ignoring the interests of the company. In addition, a solution-oriented treatment of training and instruction groups needs to be ensured.

### Contents:

- Handling of different customer and training types
- Guideline for customer-oriented behaviour during commissioning on site
- Methods for guiding training and briefing groups
- Methods for dealing with critical customers
- Professional handling of resistance and complaints
- Practical exercises for a prompt implementation of the learned methods

### Your benefits:

#### In the seminar you will learn, how to...

- successfully handle different customer types and decision makers on site
- use tips and tricks for a customer-oriented communication
- successfully plan and conduct training and briefings
- deal with critical queries and customer feedback
- understand objections and complaints and answer them professionally

### Target group:

Commissioning engineers, adjusters and application engineers, inspectors

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after sales service projects and several thousand training participants.**