



Successful de-escalation management

...how to handle unsatisfied customers professionally

The customer is dissatisfied and complains, the mood is heated and escalating. Take advantage of this opportunity and professionally respond to the needs of your customer to convince him of your service. The right behaviour in this situation is crucial for a further successful cooperation in the after sales service. We teach you how to convince customers of your service - even in difficult situations!

Contents:

- Basic communication skills on the phone
- Professional handling of unsatisfied customers and complaints on the phone
- Ask the right questions for a fast problem identification and solution
- Tools and methods for de-escalation of complaints
- Tips and tricks for dealing with difficult customer situations
- Practical exercises for a prompt implementation of the learned methods
- Registration and evaluation of complaints

Your benefits:

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

- deal with different unsatisfied customer types
- implement the most important rules for a successful customer communication
- use complaints as an opportunity
- take advantage of tips and tricks for professional behaviour on the phone
- successfully communicate the solution to the customer

Target group:

Customer support employees and department managers, helpline / hotline and techn. support

IMPULS - Learn from the pioneer and market leader in service consulting!
Benefit from our excellent service know-how and experience from over 350 successful after sales service projects and several thousand training participants.