



corporate training options

Calming Upset Customers Training

Overview & Learning Outcomes

Upon successful completion of this course you will know how to:

- Understand the importance of upset customers to improving your business.
- Identify common causes of customer's upsets, and learn why listening is a critical skill in dealing with them.
- Be proactive in preventing upset customers.
- Use various techniques to calm upset customers.
- Practice management behaviours that calm upset customers and employees.

Prerequisites

There are no pre-requisites for this course.

Duration:

1 Day

Courseware:

High quality learning materials are available for purchase by participants.

Corporate Training Options

Sydney • Melbourne • Brisbane • Gold Coast • Canberra • Adelaide • Perth • Darwin • Hobart
Ph: 1300 667 660 Email: training@cto.com.au Web: www.cto.com.au



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Calming Upset Customers
Training Course Outline

The Importance of Calming Upset Customers

Customer Satisfaction: Everyone's Job
Upset Customers Don't Come Back
You Want Customers to Complain
A Customer Is...
Assessing Yourself

Why Customers Get Upset

Start by Looking for the Cause
Avoidable Upsets
Listening and Returning Calls

Preventing Behaviours That Irritate Others

Personal Presentation
Nonverbal Communication
Words That Make a Difference

Practicing Behaviours That Calm Customers

Take Action to Reverse Anger
Ten Steps for Dealing with an Upset Customer
Case Studies
After the Customer Has Gone

Tips for Managers

Creating an Environment for Customer Satisfaction
Using this Guide for a Staff Meeting
Calming Upset Customers and Employees

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