

Managing Conflict – Difficult Customer Interactions

Duration: 1 day

Managing Conflict

Recognizing Conflict

- Identify Your Personal Reaction to Conflict
- Develop a Healthy Attitude Toward Conflict
- Assess the Situation
- Avoid Conflict Escalation

Responding to Conflict

- Actively Listen
- Communicate Effectively
- Respond to Negative Tactics

Resolving Conflict

- Identify the Source of the Conflict
- Determine the Best Solution
- Implement the Solution

Dealing with Challenging Customer Interactions

Establishing a Solid Customer Relationship

- Review Customer Service Basics
- Recognize a Difficult Situation
- Work Within Your Company's Parameters
- Handle Simultaneous Customer Contacts
- Handle a Difficult Customer Interaction

Overcoming Communication Issues

- Adapt to the Customer's Personality Style
- Identify the Customer's Issue
- Overcome Communication Issues

Resolving Challenging Situations

- Educate the Customer
- Focus on the Issue & Overcome Negativity
- Redirect the Customer
- Follow Up on a Challenging Situation