

Customer service – difficult and conflictive customer

Course aim:

The training shows how to act effectively during the work with a difficult client and in conflict situations. Participants have the opportunity to practice a wide range of correct assertive behaviours that match their professional role and personality.

Skills acquired during the training:

Participant :

- knows how to react correctly while dealing with people with various difficult attitudes, such as demanding attitude, dominant, withdrawn, sceptical, confrontational and others
- knows his resources related to emotional intelligence, e.g. feelings control
- knows what are the rules of good behaviour while working with a client
- can express himself in an assertive manner
- knows how to refuse diplomatically, how to give opinions and convince others
- knows the techniques of dealing with stress which are especially useful in contact with a difficult client

Training program:

1. Basic principles during the contact with a customer

- The principles of savoir-vivre and these related to taking care of the self-image and the image of an organization
- The principles of building a good relationship with a customer

2. Types of customers and the ways to respond to them

- relational client,
- group client,
- client analyst,
- client director

3. Types of the most common conflicting attitudes

- demanding attitude,
- withdrawal attitude,
- sceptical attitude,
- confrontational attitude,
- dominant attitude,
- superior attitude,
- customer who shouts

4. Ways of repelling client objections

5. Active listening while dealing with a difficult client

6. Assertiveness as a "recipe" for the contact with a difficult client

- refusing, persuading, expressing and accepting opinions
- von Thun's model as a communication model useful while dealing with manipulators

7. Techniques related to emotional intelligence and coping with stress

- technique of setting positive intentions
- glass jar technique
- dissociation

- physiological coherence

8. Work on a high self-esteem as a base that enables the contact with a difficult client

Methodology:

- mini lectures
- role plays
- anti-stress individual exercises
- feedback
- discussion