

Workshops 1 day

CUSTOMER SERVICE: MANAGING CUSTOMERS' EXPECTATIONS AND HANDLING DISSATISFACTION

Overview of course

This Managing Customers' Expectations and Handling Dissatisfaction course will show you how great customer relation skills will give your company the edge and keep your customers happy and loyal. The customer experience is the key differentiator between businesses.

Excellence in customer relationships creates a positive brand image and ensures your customer will return or refer your product / service to someone else. Rarely do you get a second chance.

This course will build on your present face-to-face, telephone and email communication and customer service skills and introduce new ones. During the day, you will enhance your skills in communication, learn how to project a more confident and professional image and develop the skills to handle challenging people and situations to ensure the best possible customer experience.

Our workshop sizes are kept to a maximum of 12 delegates to ensure our experienced trainers have time to help individuals understand any complex points.

Who is it for?

This course is designed for anyone who has a client facing role who wants to make their job easier by being able to communicate in a professional and constructive way with clients.

What will you learn?

This course will show you why Managing Customers' Expectations and Handling Dissatisfaction is vital to an organisation's success. We will teach you how to act in a professional manner in person and on the phone. We will demonstrate the importance of managing your client's expectations. We will teach you skills and techniques to help you become a better listener and how to elicit important information in a friendly and professional manner.

Course Content

- Why exceeding your customers' expectations should be the norm
- How to project a professional and positive image in your own personal style
- How to recognize the balance between competency and genuine empathy
- What your behaviour and attitudes tell others
- Benefits of and skills to improve listening and questioning techniques
- How to manage difficult situations with confidence and knowledge

Who is the trainer?

[Helen Gilzean - Head of People Development](#)

BENEFITS OF THE COURSE

By the end of the session you will feel....

... confident that you can project a more professional image to ensure the best possible customer experience.

Other people like you who attended this course commented:

- *"Fab trainer"*
- *"Well managed, motivating course"*
- *"Very professional, great mix of laughing and factual"*

** This workshop can be booked as a one-off course, or as part of our ILM recognised [CPD Essentials Programme](#), read more [here](#).

You may also be interested in?

- [Customer Service Excellence](#)
- [Dealing with Difficult People and Negativity](#)
- [Time Management](#)

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COURSES

This course is also available in house.