



CUSTOMER CARE

Course Outline

Course overview and duration

Providing effective Customer Care is frequently the only difference between keeping a valued customer or losing one. This course will provide you with the tools and techniques to ensure you maintain an excellent relationship with your customers, thereby ensuring that they will keep coming back to you for your product or service.

This training may be delivered as a 1-day or 2-day course, depending upon the level of detail that is required to meet the desired learning objectives.

Who will benefit from this course?

This course is designed for anyone who works in a 'customer facing' environment and who has to deal with customers as part of their daily work. It is suitable for people at all professional levels and is appropriate both for those who are new to working with customers and to those with considerable experience.

What you will learn:

- Identify what makes a customer 'difficult'.
- Handle complaints through questioning and listening techniques.
- Communicate calmly and professionally in difficult situations.
- Apply the skills of assertiveness when dealing with challenging behaviour.