

Power Session: How to Deal with Difficult Clients

Aim

This session encourages the use of communication skills to enhance customer service, adhere to ethical standards in all dealings with clients, provide adequate responses to a client's query or complaint and to assist clients with constructive advice and information. The aim of the workshop is to specifically address the difficult client.

What Others Had to Say About this Course...



*I got to understand myself much better
which means I can better understand my
clients. ~ Liz*

Who Should Attend this Course?

This course will benefit all staff who interact with customers.

Outcome

At the end of this session delegates will have the ability to analyse their behaviour against the criteria for good customer care. Be able to identify the criteria for professional behaviour and **make decisions that will enhance the client's experience with the organisation. The delegates** will walk away with more confidence to face the difficult client and have a clear idea as to which tool to use to deliver the required level of client care to a demanding client.

Duration: 2-Hours

Content

- The Important Role that Customers play
- The customer is not an interruption in your day – he is the REASON for your day!
 - Understanding customer service from a **client's perspective**
 - What standard of performance does the customer expect

- The 2 Basic Emotions
- Understanding where our reactions and interactions come from
 - Understanding why the client appears to be difficult
 - Understanding the opportunity this client brings us

- How to Calm the Client
- How do we benefit from complaints?
 - What do we feel when faced with an angry or disappointed customer and what responses do these feelings produce?

- Communication Skills
- Communication starts with the ability to listen
 - What does effective identification of a complaint involve?
 - Aspects of speech(positive)
 - 3 step assertive technique
 - This Fogging principle