

## Handle difficult customer calls effectively



RC-16 2 Days (14 Hours)

### Description

Customer relations by telephone sometimes become a real ordeal. Aggression, irony, tension, sarcasm, all customer behaviors are becoming more and more frequent. How to stay calm in all circumstances? How to reestablish a constructive and respectful relationship? How to rebuild a relationship of trust? This customer relations training by telephone helps you develop the attitudes and reflexes to deal with and overcome customer aggression.

### Who is this training for ?

#### For whom

ADV sales assistant, telephone advisor, hotliner, anyone who has to deal with aggressive people on the phone.

#### Prerequisites

The fundamentals of telephone communication are acquired.

p>

### Training objectives

- Understand the mechanisms of aggression.
- Manage your own fears.
- Acquire methods and reflexes to deal with any type of difficult call.

### Training program

Répertorier les enjeux des clients et leurs attentes

tel (+212) 5 22 27 99 01

whatsapp (+212) 6 60 10 42 56

email [Contact@skills-group.com](mailto:Contact@skills-group.com)

Corner of bd Abdelmoumen and rue Soumaya, Shehrazade 3 Residence, 7th floor N° 30, Casablanca 20340, Morocco

We are at your disposal De Lun - Ven 09h00-18h00

- Share the issues of dispute in the relationship.
- Understand the drivers of customer motivation.
- Identify the customer issues at the origin of the conflict.
- Practical work: In a subgroup, analyze customer issues in different situations brought by the participants with the SONCAS method.

### Appliquer les principes de l'efficience dans la relation client

- Classify the different behaviors of dissatisfied customers.
- Integrate the difference in advisor/customer reference frame.
- Differentiate between request and need.
- Differentiate between the customer, the situation, La Poste and yourself.
- Divide the interview into 4 stages: Situation, Difficulties, Solutions, Contractualization.
- Practical work: Analysis of difficult calls on cases brought by participants.

### Sortir du stress lié à la situation

- Determine your antidotes to stress in difficult situations.
- Recognize yourself in one of the "typical" customer advisor profiles.
- Discover your stress triggers in customer relations.
- Identify your reactions under stress.
- Regain personal security through a personalized resource location
- Practical work: Role plays advisor/client to practice managing stress.

### Développer des comportements orientés client

- Manage the client's aggressiveness using assertiveness tools: the sphinx, the cushion, understanding attitudes....
- Practical work: Role plays with situations provided by the participants.
- Regain control of the call.
- Know how to say no if necessary.
- Refocus on the customer and the response to be given.

### Utiliser des outils avancés pour gérer les situations les plus difficiles

- Use different forms of reformulation.
- Practice techniques for reframing content and meaning.
- Practical work: Learn an effective and rapid method of mutual aid between colleagues.
- Handle an offensive or insulting call calmly and firmly.
- Develop mutual aid between advisors.
- Practical work: Practice various methods of positive visualization allowing you to maintain a positive presence on a daily basis.

### Concrétiser son plan d'actions

- Capitalize on your strengths.
- Revisit the tools learned in training.
- Create your action plan to immediately apply this training.