



Call Center Training: Dealing With Difficult Situations

Category:
Customer Service

Course Length:
90 minutes

Facilitator:
James Desrosiers, M.M.

Materials:
\$15 per participant

Cancellation Policy:
Less than 30 days, 100% non-refundable with ability to reschedule within 60 days.

Minimum Number of Students:
1

Maximum Number of Students:
25

Let's face it. No matter how much we try and how good we are, sometimes things go wrong. We must first recognize that it is part of our environment and then understand it is our responsibility to develop the skills to deal with difficult situations and upset customers.

The level of customer service effectiveness in an organization depends on each individual's attitude, listening skills, empathy, sincerity, ability to handle one's own emotions, and willingness to serve.

Difficult situations WILL happen. How we deal with them determines our overall success and long-term happiness and sanity! This 90-minute training provides the knowledge, tools, processes, and practice to handle these situations as effectively as possible.

Training Objectives/ Outline of Presentation:

- Examples of ineffective and effective calls
- Examples of your best and worst calls
- Understanding your business model and why difficult situations happen
- Your attitude and ability to manage emotions and stress
- Your ability to control yourself and influence the behavior of others
- Not difficult people, only difficult situations
- The use of empathy to achieve the best result possible
- Words to use vs. words NEVER to use
- How to handle the cursing customer
- Communication planning: What to do BEFORE the call and having a Difficult Situation Process
- Use the A.S.A.P. model to guide your call
- Review previous examples and role-play scenarios

Optional Job-Shadowing & On-The-Spot Coaching:

To ensure the implementation of the concepts, tools, and processes presented, GROWTHco will sit one-on-one with representatives during live calls and provide instant coaching. We will conduct an AAR (after action review) and answer the following questions: "What went well?", "What didn't go well?", "If I could do that over again, what would I do differently?", and "What will I do from now on?" Depending on budget and broadness of the scope of work, we can also develop an ongoing CSR development tool to monitor the growth of representatives and recommended any additional actions to maximize effectiveness.

GROWTHco

www.growthco.com | jimd@growthco.com | 978.827.3133