



PROFESSIONAL  
DEVELOPMENT  
TRAINING

# Resolving Customer Issues Full day



09 884 0762



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1.0 DAY COURSE

Does your team struggle with customer challenges? Do you know how to effectively resolve customer issues and make them raving fans, instead of brand assassins?

Today, more than ever, **Resolving Customer Issues** is an important part of every service and business.

In this fun and exciting **Resolving Customer Issues** training course you will learn to recognise how your attitude impacts on your interactions, how to turn around difficult situations and how to see opportunities in customer issues. You will learn about your own personality type as well, as other personality types, and how to engage others in an entirely new way that provides a path to better communication and delivering an improved customer service experience.

PD Training can provide a complete professional development program for your organisation which includes personality profiling and automated training needs analysis, so contact us today to learn more!

The PD Training **Resolving Customer Issues** course is fun and effective and will improve the way you approach delivering service to your clients. This course is available now throughout Australia, including Brisbane, Sydney, Melbourne, Adelaide, Canberra and Perth.

Customised **Resolving Customer Issues** courses are available for organisations that require specific scripts or product knowledge. Contact us today for a free quote!

## What You'll Gain:

In order to create higher levels of customer satisfaction, you need to go beyond good customer service and exceed your customers' expectations with exceptional service every time. In order to achieve this, it is important to ask yourself some questions:

- Do you or your staff have the right skill sets to deal with difficult customers?
- How do you currently improve your approach to managing conflict?
- Do you bounce back after a difficult interaction with a customer?



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- Can you turn difficult situations into opportunities??

This Resolving Customer Issues Course is for professionals who want to make a significant contribution to their company's image or bottom line and make their own lives more rewarding by consistently providing exceptional customer service to both internal and external customers.



## Outcomes

**After completing this course participants will be able to**

- Deal with challenging customers
- Understand customer diversity
- Build Rapport and Empathy
- Apply critical communication skills
- Learn lessons from your most difficult customers
- Know how to defuse situations with customers and to handle tough scenarios
- Know how to contribute to and create a customer service culture

## Modules

### **Lesson 1: Challenges**

Addressing Customer Challenges

### **Lesson 2: My Communication Style**

- Adjusting your Style for a Better Approach
- Communicating Under Stress

### **Lesson 3: Emotional Intelligence**

- Johari Window
- Self-Control

### **Lesson 4: The Importance of Empathy**

- The Role of Empathy
- Listen Hard and Open Up
- Building Rapport

### **Lesson 5: Different Modes of Communication**

Identifying Different Communication Modes

- The Different modes of Communication
- Using H.E.A.T

### **Lesson 6: Responding to Complaints**

Responding to customer complaints in writing

Drafting a satisfactory email

### **Lesson 7: Conflict Resolution**

- From Wince to Scream
- Emotions and Conflict

### **Lesson 8: Understanding Your Response to Conflict**

- Understanding what Triggers you
- Using your Style to Communicate more Effectively

### **Lesson 9: Resilience and You**

### **Lesson 10: Responding to Pressure**



- What Depletes your Resilience
- What Replenishes your Resilience

- What causes Pressure
- Positive Reframing
- Common Thinking Traps

### Lesson 11: My Action Plan

What shall I Start Doing, Stop Doing and Keep Doing

**Talk to our expert team**

**Phone: 09 884 0762**

Email: [enquiries@pdtraining.co.nz](mailto:enquiries@pdtraining.co.nz)