

Customer Service 2

Advanced Ultimate Challenges

For registration information contact Winnie Chan, Senior Conference & Training Coordinator of The MEARIE Group, at 905-265-5332, email wchan@mearie.ca

Course Summary & Objective:

Peter Barrow, Facilitator

Preparing you to effectively deal with difficult inquiries or difficult, rude and indifferent customers. The course will cover advanced listening & responding skills, developing new customer relations, identifying and creating methods to maximize impact and credibility with customers. The objective of this course is to “know how” to build rapport, uncover needs, handle complaints, conflicts and negotiations in diverse and challenging situations while achieving your service performance goals.

Course Outline:

What Will be Learned:

- Learn about the “Situation Cycle” – a series of steps to help you effectively handle the customer in diverse or challenging situations
- Avoiding ineffective communication by identifying and dealing with customer emotions, patterns and behaviour styles
- Learning to handle and control actions, reactions and responses (yours and the customer's)
- Highly effective techniques and tools that help you focus and re-focus on the issue to begin problem solving immediately
- How to manage demanding and angry customers and achieve service recovery and a win-win for both the customer and you

Who should attend?

Accounts receivable personnel, supervisors, support staff, credit managers and collection managers.

Date(s):	June 9	Cost:	\$450.00 + GST
		Includes materials, lunch and breaks	

Course Length:	1 day	Location:	The MEARIE Group
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Accommodation	Accommodation (see pg. 6) is the responsibility of employer. Lunch will be provided by The MEARIE Group.
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