

EFFECTIVELY HANDLING COMPLAINTS

Course objective

Equip participants with the skills to handle customer complaints effectively, turning dissatisfied customers into loyal advocates.

Course description

Comprehensive training in managing challenging customer situations with empathy and professionalism. Learn active listening, problem-solving, and service recovery techniques to foster positive customer experiences.

Learning outcomes

1. Understand the impact of complaints on loyalty.
2. Develop active listening and empathy skills.
3. Apply effective problem-solving techniques.
4. Implement preventive measures and service recovery.
5. Cultivate a customer-focused approach for lasting relationships.

Course details

- 2-day course (10 hours)
- \$350 nett
- Classroom learning / E-learning

