

Handling Difficult Customers Professionally

Course Objective

- Differentiate a dissatisfied customer from one that is nasty.
- Take control of an unpleasant situation and manage the difficult customer professionally while remaining confident, competent, calm and in control.
- Handle the nasty customers tactfully, assertively and professionally.

Target Audience

For all frontline personnel who have direct contact with customers either face-to-face or over the phone.

Course Outline

- Difficult or Dissatisfied
- Types of Difficult Customers
- Effective Communication Skills
- Handle Difficult Callers
- Managing Angry Customers
- Saying 'No' to Customers
- Handle Unacceptable Behaviour
- Service Recovery
- Self-Talks to Service Excellence

Methodology

Emphasis is on experiential learning, case studies, role-plays and self-reflections. There will be short lectures, AV presentations and group exercises.

Dates (2020) : Please refer to SNEF website for the course dates
Duration : 2 days, 9am to 5pm (14 hours)
Course Venue : SNEF Corporate Learning Centre @ Tanglin

Register online at SNEF website www.snef.org.sg
Click on 'Training' and Course Category '**Customer Service**'

Course Fees

Type	Full Fees (inclusive 7% GST): (Revised as at 1 Jan 2020)
Member	\$428.00
Non-member	\$535.00

Trainer

Lucy Ng has more than 25 years of teaching, training and course development experience. During her tenure as a sales manager in an Australian company, Lucy has trained sales and marketing staff in customer service and sales management. When she was a training manager in a statutory board, Lucy had developed and delivered courses in customer service, communication and leadership for MNCs, SMEs and statutory boards. Lucy holds professional and academic qualifications in MA (Instructional Design & Technology) awarded by NTU-NIE, MBA (International Management) awarded by University of Western Australia, Bachelor of Science (Economics & Management Studies). She has also attained the Advanced Certificate in Training and Assessment (ACTA) awarded by WDA. Lucy is also an accredited MBTI administrator and EQ facilitator.

Enquiries:

Kelly DID: 6827 6929 / Training hotline: 6827 6927

Email : kelly_choa@snef.org.sg / trg@snef.org.sg