

Servicio al Cliente

# Attitudes for Service & Complaint Resolution

Presencial

This seminar begins with taking 100% responsibility for yourself and the attitude you convey. With an attitude of service in place you will be able to explore the variety of causes of complaints, identify ways to neutralize negative attitudes, and follow a process that deals with both the emotional and rational elements of complaints even when dealing with difficult people.

## Lo que aprenderás

1. Assess customer service attitudes to set goals for improvement. 2. Incorporate the four drivers of customer service to build customer relationships. 3. Apply attitude control principles to manage our attitudes. 4. Deal with emotional and practical aspects of complaints. 5. Use methods to reduce our stress when resolving complaints. 6. Implement a consistent process to resolve complaints. 7. Reduce the number and type of complaints we receive.

## Por qué lo deseas aprender

This process helps identify the root causes of the complaints you receive and provides creative ways to reduce or eliminate them. Increased customer satisfaction stems from a series of interconnected causes and disciplines resulting in increased customer loyalty which drives profitability and growth. This complete experience is what can cause a customer to become a champion for your organization.

## Cómo te ayudará

Attitudes for Service & Complaint Resolution will help you effectively resolve complaints, reduce stress, build relationships, as well as improve customer loyalty and retention.