

Habilidades Comerciales

# Winning Customer Service Strategies for Support Staff

Presencial

Increase customer relations, loyalty and revenue while reducing conflict and stress for all parties.

## Lo que aprenderás

Techniques guaranteed to reduce conflict, de-escalate heated situations, strategies on stress management, skills to proactively reduce complaints.

## Por qué lo deseas aprender

Transform potential problems into opportunities to receive feedback. Spend less time worrying about future problems by anticipating and disarming contentious situations.

## Cómo te ayudará

By learning to anticipate and deflate problems, you'll have more time to enjoy your work and personal life right now. Focus on making every interaction a winning one for both parties and you will earn greater loyalty and revenues from pleased, customers confident in your service and abilities