

Sales Training

Winning Customer Service Strategies for Support Staff

정규과정

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

교육 내용

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

교육 목적

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

교육 효과

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