

GLAD I COULD HELP

Real Customer Service Situations for Discussion

There's no tougher business situation than dealing with an angry customer, whether external or internal to your organization. Now, you can equip employees to handle those calls and confrontations without getting rattled. What's more, they'll become experts at working through misunderstandings, misinformation and frustration over policies and practices, while helping angry customers feel heard and valued in the process.

About the Program:

Glad I Could Help illustrates to employees how to respond positively in difficult customer service situations. Employees will see the most common internal and external customer service situations, both over the phone and face-to-face. In each situation, employees will learn that by responding with a "glad I could help" attitude, customers will feel positive about the employee, the organization and the way they have been treated—ultimately creating long-term customer loyalty.

The program teaches employees how to handle these situations:

- The phone rings while dealing with a face-to-face customer
- An irate customer who has just gone through an automated phone system
- A customer whose delivery expectations have not been met
- An internal customer who has been promised service but has not received it
- An upset customer who has been transferred several times
- Being interrupted by a customer who needs help
- Making an exception to a policy to help a customer
- An angry customer who has an unexpected high bill and damaged goods

After completing the Workshop, participants will be able to:

- Understand the number one thing that matters to customers is how they're treated
- Keep their focus on what they *can* do to solve a customer's problem
- Exhibit a "glad I could help" attitude when dealing with customers
- Make sure the customer is left with a positive, memorable impression

Target Audience: All Employees

Course Length: 2, 3 and 4 Hour Options