

CARE

Managing Difficult
Customer Situations



SYNOPSIS

This program aims to help participants develop and reinforce their communication and interpersonal skills in handling common difficult customer situations while extending quality service delivered with warmth and care.

OBJECTIVES OF PROGRAM

- Identify behaviors that exemplify Customer Service Excellence.
- Improve communication skills for difficult situations.
- Managing difficult customer situations and stress on the frontline.
- Develop a team mindset to problem-solving.
- Understand the key motivational principles for professional success.

METHODOLOGY

- Participate actively.
- Learn from one another.
- Experience the learning.
- Enjoy yourself !

PROGRAM

