Managing conflicts and verbal aggression from clients

Receiving verbal abuse from a dissatisfied client is never going to be pleasant. If this situation should occur several times within the same day or week, it will become extremely stressful for the person concerned, ultimately affecting their morale and motivation. However, a client who complains is also a client who wants to remain loyal to the company and provide it with information about certain failures. Giving consideration to such a client means ensuring their loyalty, and also represents a chance for increasing the quality of your service. This positive outcome implies being able to control emotions generated by verbal abuse. It also means mastering certain communication techniques to meet the client’s requirements as effectively as possible.

This course is intended for:

- Assistants
- Sales people
- Any customer contact employee

After this course, you will be able to:

- Understand the role of emotions in order to control them better
- Respond to the demands of a dissatisfied client

The benefits of this course for you and your company:

- Increasing client satisfaction by looking to understand their expectations more fully
- Reducing stress related to verbal abuse
- Developing your self-confidence
- Improving the quality of service provided
LEARNING PLAN

1. Analyse your reaction faced with verbal abuse
   - Understand the role of emotions
   - Become aware of your emotions
   - Control your emotions more effectively

2. Master communication techniques for an improved response to dissatisfied clients
   - Develop your empathy
   - Be able to listen and rephrase the client’s expectation
   - Respond to a client’s complaint in 4 steps

The Mentored Action Learning™ pedagogical method
- Real application of knowledge, because the learner conducts a mission during the course
- Preparation of the mission and feedback on the experience, under the guidance of a certified trainer
- CrossKnowledge’s online tools and contents, developed with the world’s best experts in management and used in the leading business schools
- Measurement of the growth in skills obtained

THIS COURSE LASTS FOR 3 MONTHS