



MANAGING CONFLICT 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 programme is designed for:

- assistants
- salespeople
- anyone in contact with customers

At the end of this course you should be able to:

- understand the role of emotions in order to control them
- respond to a dissatisfied customer

The applied professional development certificate shows you have acquired the skills covered in the course.



Benefits of the programme:

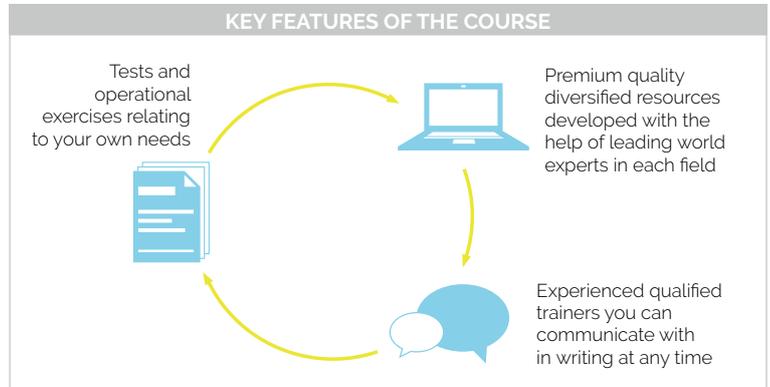
increasing customer satisfaction by trying to understand what they expect
reducing stress relating to verbal aggression
developing your self-confidence
improving service quality

3 MONTH TRAINING PATH (21 HOURS)

A welcome message includes your login ID for the training course website.

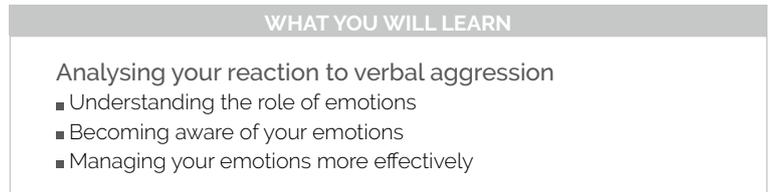
1 Preparing for the programme

Assess your level before you begin your training, and tell us what you expect from the course so that your trainer can recommend a personalised training path.



2 Mastering the fundamentals

Begin training and putting the fundamentals into practice, making the most of your trainer's experience and advice.



3 Building on what you've learned

Consolidate the skills you've acquired and build on them. Receive an action plan recommended by your trainer.



4 Receiving your certificate

Your trainer assesses your progress on the course. When the course is completed, you'll receive a certificate endorsing the skills you've acquired.

