



Peak Services delivers deep expertise in the local government sector. We understand the business of councils. Challenge us.

## HANDLING A DIFFICULT CUSTOMER – 1 DAY COURSE

AUDIENCE	SHORT COURSE TOPICS	LEARNING OUTCOMES
<p>Any frontline customer service operator who interacts face to face or over the phone with customers on a regular basis.</p> <p>Customer service is a necessary position in the job world today. It helps companies give customers what they want and what they need.</p> <p>Although many customers can be difficult, with the right training, skills, and knowledge, any difficult customer can be handled properly and effectively.</p>	<ul style="list-style-type: none"> <li>• Cultivating a positive attitude</li> <li>• Managing internal and external stress</li> <li>• Develop the ability to listen actively and empathise</li> <li>• Build rapport with customers in person and over the phone</li> <li>• Understand the diverse challenges posed by customers</li> <li>• Develop strategies to adapt to challenging circumstances</li> </ul>	<p>Participants will learn how engaging customers properly can benefit both the employee and the customer.</p> <p>Effective customer service can change a company’s reputation for the better and through this workshop, participants will gain a new perspective on how to react to negative customers and leave the customer satisfied and happy to return to your business.</p>



COURSE DETAILS	
Delivery	<p>Our instructor-led training course provides participants with an interactive session including group discussions, case study reviews and Question and Answer sessions.</p> <p>Our trainers can customise or tailor the course to your specifications or needs and deliver in-house providing you with a cost-effective and efficient training session.</p>
Duration and Location	<p>Our standard structure for this course is 1 full day and can be delivered in any metropolitan or regional area of Queensland.</p> <p>Customisation is available based on individual council requirements.</p>
Fees and Inclusions	<p>Our training course will include:</p> <ul style="list-style-type: none"> <li>• Instructor-led training</li> <li>• Statement of Attendance</li> <li>• Course Workbook</li> </ul>

<p><b>PLEASE CONTACT PEAK SERVICES FOR COURSE FEES OR A PROPOSAL FOR ONSITE/IN-HOUSE TRAINING PROPOSALS</b></p>	<p><b>REGISTER NOW</b>  <b>07 3000 2148</b>  <b>FIND OUT MORE</b>  <a href="mailto:training@wearepeak.com.au">training@wearepeak.com.au</a>  <a href="http://wearepeak.com.au">wearepeak.com.au</a></p>
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