

Effective Customer Communication



What You Will Learn in 4 Hours

- 11 Impressions in 7 seconds
- 4 Keys to the competitive edge
- 10 tips for staying positive
- 5 tips for handling rude callers
- How to build customer rapport
- The importance of Words, Tone and Body Language
- How to be a better listener
- 8 Steps to transform angry customers
- How to say “no”
- How to build team trust

Learning Objectives

- Understand the customers point of view
- The importance of a positive first impression
- How to handle angry customers
- The importance of working as a team