



See more at www.zandax.com/courses/mastering-complaint-handling

Course information from ZandaX

Mastering Complaint Handling

Turn complaints into opportunities for more business

Course duration: 48 minutes of highly focused content (Revisit, review and revise as often as you want)

What you'll learn

- ✓ Developing & Using a Positive Attitude
 - ★ Learn how to develop a structured and positive mindset for dealing with complaints
- ✓ The 6-Step Process for Successful Resolution
 - ★ Use a proven six step process, and know how to combat setbacks

What does our Mastering Complaint Handling course cover?

Turn Customer Complaints into Opportunities

Can you turn a complaint into an opportunity for more business?

Or does every complaint signal the likelihood of (another) lost customer?

In this course, you'll discover how to develop a positive attitude to complaint handling, with the confidence of using a simple and effective process that works.

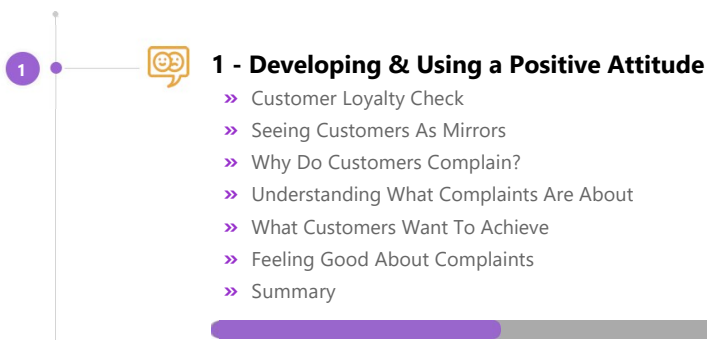
This course will show you how to avoid the pitfalls that delay problem resolution, and how to look for the opportunities that exist to create customer loyalty from difficult situations.

This Complaint Handling skills training course, like all our courses, has been developed over many years of classroom and online delivery. Content has been thoroughly researched and is constantly updated so it's always leading edge. It's completely interactive and is full of practical knowledge and solutions.

Still wondering whether to do the course?

Just think about this: how much would you benefit if you had better complaint handling skills?

Course content for Mastering Complaint Handling





2 - The 6-Step Process for Successful Resolution

- » What Went Wrong?
- » A Simple Strategy
- » What The Process Looks Like
- » What Should Dan Do Next?
- » How To Lose Control
- » When It Gets Tough
- » Summary

More about the ZandaX Mastering Complaint Handling course

Handle Complaints With a Positive Attitude and a Simple Process

Use complaints to create more business

Every Customer Service team member needs to know how to handle complaints. But the **real** skill is being able to turn a complaint into an opportunity.

In our Mastering Complaint Handling course you will learn how to do just that.

In the first part of the course, you'll see how to adopt a positive attitude and fix problems with a sensitive approach to identifying the customer's needs.

In the second part, we show you a simple six-step process which will enable you to re-establish trust between your customer and yourself, and give you the confidence to tackle the most challenging complaints.

At the end of this course, you'll be equipped to diffuse high emotions and resolve customer problems in a way that will increase customer loyalty and improve relationships.

Watch the modules, revisit them time and again ... and have fun with improving your skills!

Learning format

The course is offered as follows:

You'll learn using easy-to-follow on-screen videos which you can pause, re-run and revisit as often as you like, and also through interactive content with short quizzes and questions appropriate to the course subject.

You also get SV that you can use to reinforce your learning.

The course is arranged into modules, each with several lessons. Refer to the course content for more details on what's covered. This combination of videos and interactive content will enable you to get a thorough understanding of the subject.

View this course online

Visit our website at www.zandax.com/courses/mastering-complaint-handling to view the latest details, including related courses, prices and quantity discounts.

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