

See more at [www.zandax.com/courses/customer-persuasion](https://www.zandax.com/courses/customer-persuasion)

Course information from ZandaX

## Customer Persuasion

**Understand the six principles of persuasion**

Course duration: 20 minutes of highly focused content (Revisit, review and revise as often as you want)

### What you'll learn

- ✓ Introduction
  - ★ Get an overview of what the course covers
- ✓ The 6 Principles of Persuasion
  - ★ See how the six principles of persuasion work to enhance your approach
- ✓ Barriers to Successful Persuasion
  - ★ Learn how to overcome the common barriers you can encounter
- ✓ Tips to Being More Persuasive
  - ★ Learn effective tips that will increase your ability to persuade - and offer great service
- ✓ Summary
  - ★ Summarize the key takeaways from the course

### What does our Customer Persuasion course cover?

#### The Customer Isn't Always Right!

Persuading people is a key skill in customer service. Being able to influence others through persuasion helps you in many ways, and many of these can relate to your personal life too!

Even if a customer knows exactly what they want, surely it's best just to agree?

Well not really. Suppose they want a solution to a problem that's unachievable or impractical. You need to steer them on to the right path.

With good persuasion skills, you can convince your customer that there **is** a better way.

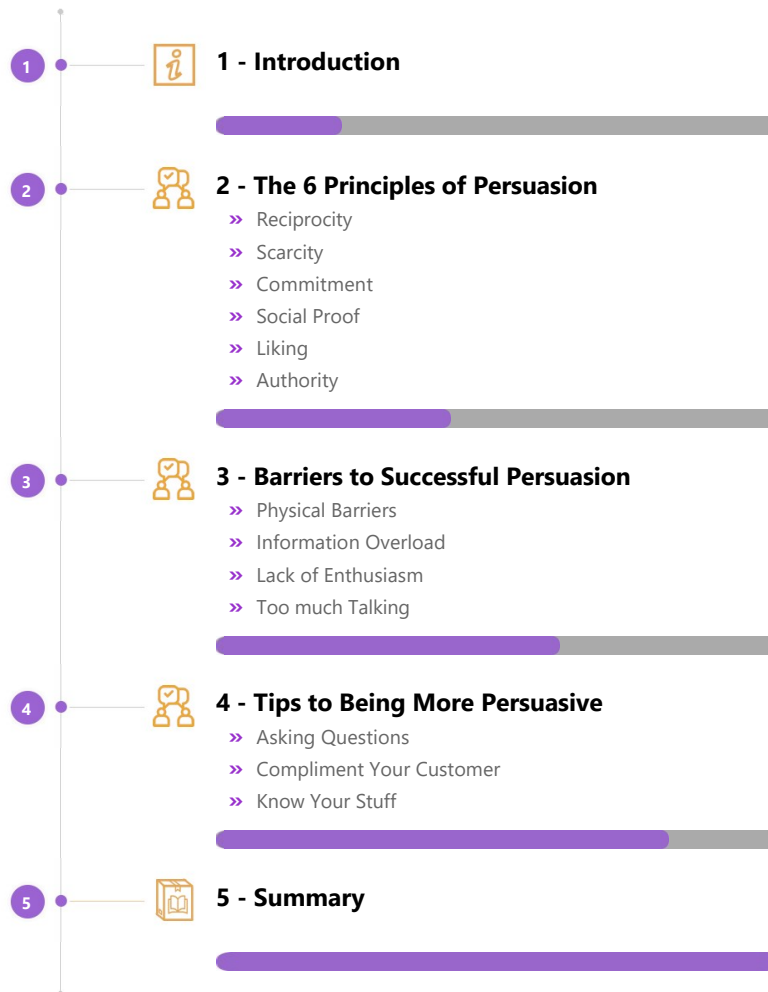
This course will show you how to do this most effectively.

This Customer Persuasion 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 customer persuasion skills?

## Course content for Customer Persuasion



## More about the ZandaX Customer Persuasion course

### Use the Six Principles of Persuasion to Overcome Barriers

#### Use persuasion to boost your customer service skills

Persuasion is a skill that can be learned. Even if you feel you're "not good at it", we can show you how to get a whole lot better -- probably better than you may have expected!

Our Customer Persuasion course will teach you the 6 principles of persuasion you can use when dealing with customers.

Then, it enables you to recognize barriers to successful persuasion so you can overcome them more easily

And you'll learn some really useful tips that will boost your persuasive skills and help you to offer even better customer service.

And think of the benefits of better persuasion skills in your life outside work!

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/customer-persuasion](http://www.zandax.com/courses/customer-persuasion) to view the latest details, including related courses, prices and quantity discounts.

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