

Service Ready™ Core: Navigating Challenging Situations™

Program description

In **Navigating Challenging Situations™** participants learn how to navigate situations where the customer is unhappy with their organization

Modality



3.5 hours



3.5 hours



4 hours

Languages



American English, Spanish (LATAM) / *Participant-facing materials only: Chinese (Simplified), French, German, Italian, Polish, Portuguese (Brazilian)*



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American English

- **Audience:** Employees supporting internal or external customers

Learning objectives

- Provides skills and techniques for diffusing and resolving escalated situations.
- Practice listening non-defensively.
- Learn about Eight defusing skills.
- Mastering Selective agreement.
- Understand the Five resolving skills.

Skills

- Listen non-defensively
- Use eight techniques to defuse tension
- Effective communication with upset the customer
- Offers appropriate goodwill gestures to customers
- Creates loyal customers
- Prepares for commonly encountered challenging customer situations
- Navigates customer challenges



Instructor-Led
Training



Virtual
Instructor-Led
Training



Digital /
E-learning