

HANDLING PHONE COMPLAINTS

Efficiently, without stress

Objectives

- Acquire techniques to handle complaints
- Deal with stress occurring from complaints

Concerned people

- Sales persons
- Telemarketers

Knowledge required

Communication abilities

Duration

2 days, possible to be individually coached

Pedagogy & Practice

- Lecture
 - Experience shared with the participants
- Practical exercises:
- Experienced situations study (from the participants or suggested)
 - Game: Multiple-choice questionnaire
 - Self-evaluation form

Know-How acquired

How to create a favorable meeting spirit?

Importance of a good start
Keys for a good start : A good start fundamental methods

Learning how to slow down pressure

Why slowing down pressure?
Your physical attitude
Your mental attitude

Anticipate possible conflicts

Life positions
Basic rules to prevent from conflicts

Understand the other's point of view

A state of mind for a good audition
Sentences to accept discontent
The answer to complaint
The first complaint handling technique: Prepare OR (Objection Reply)
The Second technique: Put OCRE (Objection Cushion REply)
Third technique: Be COOL (Cushion – Objection Importance – Other objections – Lock) Fourth technique : call the cavalry !

Handling tricky situations

No-grossness technique
Calming down the aggression
Controlling the attempt
Evacuating the « unsaid », a reluctance, a breakdown

Control your stress

Better safe than sorry
How to handle your stress?