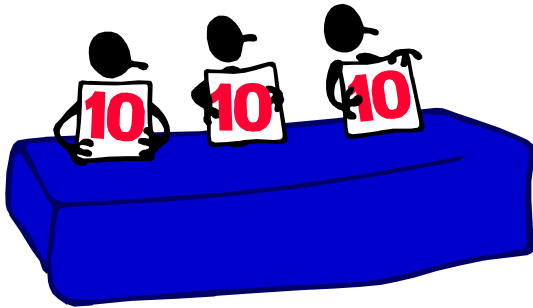


Win-Win Customer Service Communication



Use assertive communication to resolve issues
for win-win outcomes

Effective customer service negotiations

Customer service professionals must negotiate deadlines and shipments, manage resources, handle disagreements and complaints, and deal with difficult personalities. Effective and positive communication is an essential skill for negotiating difficult situations and facilitating problem solving without getting emotional and angry.

Who should attend

This program is designed for sales support professionals and customer service groups who want to influence others, resolve conflict, and win the respect of their customers, suppliers, partners, and colleagues.

What you will learn

The role of customer service goes beyond fixing problems. It has expanded to that of consultant or trusted advisor. Whether serving internal or external customers, customer service professionals need practical tools for resolving conflict, exceeding expectations, and delighting customers at every point of contact.

In this dynamic program, you will learn how to:

- ◆ use different conflict-handling modes to manage conflict constructively
- ◆ explore collaboration as a tool to achieve win-win solutions
- ◆ use assertive communication tools to manage negotiations and build trusting relationships

Program format

Win-Win Customer Service Communication is a two-hour program that can be tailored to meet specific challenges. The workshop uses the Thomas-Kilmann Conflict Mode Instrument, which is a questionnaire designed to measure a participant's tendencies in dealing with conflict. The program includes practices exercises and discussion and concludes with an action plan for putting new skills to work.

To register, contact:

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