



# Customer Service: Problem Solving & Handling Difficult Situations

**Date:** 23 & 24 October 2019

**Venue:** Blackheath Johannesburg

**Duration:** Two Days





## Customer Service Training: Excellence in problem solving and handling difficult situations

### Why Choose this Training Course?

In today's ultra-competitive market where customers are spoiled for choice, the one element that will ensure a customer will return is your ability to offer exceptional customer service. Through customer service training, employees improve their skills and/or acquire new ones. Specific customer service training programs focus on improving communication, listening, problem-solving and organisational skills.

Exceptional customer service is more important than price and product as the key differentiator in the market.

### Course Objectives:

- Identify the four stages of creative problem solving and understand challenges of solving problems at work. Learn to apply the ten creative problem-solving techniques.
- Apply nine ways to accurately define a problem and identify the root causes.
- Master the art of confident decision making and crisis resolution.
- Apply a four-step process to handle upset and irate customers
- Implement strategies to work with the seven types of difficult customers.
- Handle customer complaints and understand how to deliver bad news to your customer.

### Who Should Attend:

- Customer Facing Individuals
- Account Managers
- Relationship Managers

*"This course brings together the best of both worlds. Interactive classroom training with online tools and technology."*

*Kopano Kheekhe*

*"I learned a lot during the customer service course, and I found it to be life-changing."*

*Mosala Mokhehi – NDSO  
Customer Service Team*

### FACILITIES FOR PARTICIPANTS

- Comprehensive Training Material
- Certificate of Attendance
- Stationeries: (Pen and Writing Pad)
- Training Room with Full AC Facilities and multimedia
- Subject matter expert facilitators who are qualified and accredited.
- Post assessment and feedback forms will be completed by the delegates at the end of training to ensure that training needs were met.
- The training takes place in a classroom environment using technology or online with virtual facilitation and coaching.
- Kindly bring own laptop.

### INVESTMENT

R 5, 250.00 Per Delegate (Exl. Vat)

**NB: You will receive a 10% discount for bringing more than 5 delegate and training will be held at your office for bookings of 5 or more people.**





# COURSE CONTENT

## MODULE 1

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### Early Problem Recognition

- Know the definition of a problem and problem-solving, understand the 80-20 Iceberg Rule, recognize early symptoms of common problems, conduct gap analysis, apply four techniques for problem recognition data collection, implement three steps for initiating a formal problem recognition process, and apply steps for moving forward
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## MODULE 3

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### Defining and Analysing Problems Accurately

- Understand the importance and challenges of accurate problem definitions, implement nine ways to accurately define a problem, apply six strategies for defining a real-world problem, employ seven questions when analyzing problems, and apply seven ways to analyze and identify root causes
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## MODULE 5

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### Crisis Resolution

- Understand the difference between a crisis and a problem, analyze the main causes of crisis, review how problems become a crisis, identify characteristics of organizational crisis, understand the Crisis Resolution Pyramid, apply six steps to crisis resolution, and implement crisis modeling to increase crisis efficiency
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## MODULE 7

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### Difficult Customers

- Understand the needs of difficult customers, explain this as an opportunity to test your service skills, and implement strategies for working with seven types of difficult customers
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## MODULE 9

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### Handling Complaints

- Understand the special needs of customers with complaints, implement four methods for handling customer complaints, and apply a complaint scenario to a work situation
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## MODULE 2

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### Four Stages of Creative Problem-Solving

- Understand challenges of solving problems at work, apply effective problem S.O.L.V.E.R. behaviours and attitudes, identify approaches to simple and complex problems, apply the four stages of a systematic problem-solving process, understand dilemmas as problems, implement strategies for getting unstuck, and apply 10 creative problem-solving techniques
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## MODULE 4

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### Confident Decision-Making

- Understand five categories for making better decisions more quickly, apply the four stages of decision-making, implement and monitor an action plan, discover your decision-making style, plan the implementation of your decision, how to monitor implementation through key success indicators, analyze five decision-making styles, apply seven logical decision making techniques, and implement three intuitive decision-making techniques
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## MODULE 6

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### Calming Upset/Irate Customers

- Distinguish the difference between a difficult situation and a difficult customer, understand what upset customers want, know what not to do when managing a difficult situation, apply a four-step "Take the Heat" model for handling irate customers, and demonstrate understanding of under-promising and over-delivering
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## MODULE 8

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### Call Escalation

- Understand the definition of call escalation, know the forms of call escalation, summarize when to escalate a call or customer situation, explain the one question to ask before escalating, implement C.O.R.E appropriate call escalation procedures, and understand how to effectively conclude the call
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## MODULE 10

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### Delivering Bad News

- Understand two styles of interpersonal communication, know the pros and cons of each style, implement three approaches to delivering bad news, apply the approaches to real world situations

## THE CERTIFICATE

Chart Learning Solutions Certificate of Attendance for delegates who attend and complete the course

## DURATION OF THE COURSE

Two Days



**Customer Service:  
Problem Solving &  
Difficult Situations**

Please do not hesitate to contact us on:

Tel: [+27 83 419 1693](tel:+27834191693)

Email: [hennie.lombaard@chartlearningsolutions.com](mailto:hennie.lombaard@chartlearningsolutions.com)

Website: [www.chartlearningsolutions.com](http://www.chartlearningsolutions.com)

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