

# Objections and Complaints

## Seminar objectives

The participants will

- Refresh their communication skills
- Get to know the important rules of customer orientation on the phone
- Learn how to deal with arguments of the customers
- Learn the meaning of complaints and how to deal with them
- Understand the different aspects of a statement
- Train to be more successful in situations with strongly emotional customers

## Contents

- Customer orientation
- Discussion partner's arguments
- The complaint
- 8 steps of dealing with complaints
- The four aspects of a statement
- Stress model
- Strongly emotional behaviour
- Unfair arguments



## Methods

- Lectures
- Group work
- Role-play
- Feedback

## Organisation

- Target Groups
  - Service Technician
  - Service Staff
- Period
  - 1 day