

Seminar offer for „excellent complaints management” by Dirk Käser M.A.

goal:

the seminar provides the knowledge that is required in complaints management. On the basis of a positive understanding of the complaints we take a closer look at the customers, their causes and the underlying. Even for difficult conversation partner the participants learn the appropriate communication tools so that the complainant will remain a satisfied customer.

target group:

managers and staff involved in daily operations dealing with complaints and claims

number of participants: max. 12

content:

- ✓ self-confident presentation and its effects
- ✓ our product - our expertise
- ✓ basics of communication
- ✓ complaints and claims: an opportunity for the company
- ✓ king, partner, enemy - the customer or colleague
- ✓ needs and reasons for complaints
- ✓ issue and person without contradiction
- ✓ using purposeful communication techniques
- ✓ proper dealing with difficult communication situations
- ✓ and partners and
- ✓ effective closing techniques



Contact me!

Dirk Käser M.A.

Balduinstraße 4
33102 Paderborn
Germany

0049 160 90 50 66 93