
COURSE DESCRIPTION

CHV094 – Service Qualification II – Behaviour in difficult discussions and conflict situations

Course goal

In this module the focus is on difficult discussions or situations involving customer complaints.

Main learning objectives

Participants

- learn how to systematically prepare conflict-laden and/or complex negotiations in the installation and service area
- know how to actively address conflicts
- can adequately behave in conflict situations
- recognize the current customer satisfaction status, know how to address and develop actions for improvement
- get to know methods to analyse the reason and backgrounds of a conflict.

Participant profile

Employees from the service and support area, commissioners/accepters, employees who work on-site with the customer.

Prerequisites

Completion of Module I or an equivalent seminar.

Topics

- The role of the service employee as observer, problem-solver, fact-gatherer, representative
- The communication process and "My personal interpretation" (What is my partner saying? vs. What do I hear my partner saying?)
- EVA – a model for phased dialogue
- What fosters dialogue?
- What hinders dialogue?
- Handling objections and resistance
- Addressing conflicts
- Application of the communication techniques
- Proactively converting complaints into opportunities

Course type

This is a face-to-face class room training with min. 9 and max. 12 participants.

Learning methods and tools

Interactive short talks, individual and group work, role playing with video evaluation, self-evaluation, development of an individual action plan.

Laptop or tablet is required to have access to the e-documentation. Please bring your own device.

Duration

2 days