

Customer Service Tips for Challenging Conversations

ABR has extensive content expertise that provides the foundation for truly engaging training. *Here's a little taste of that, just for you.*

How do you deliver excellent customer service under challenging circumstances?

Here are a few helpful tips to keep in mind when interacting with your customers:

› **Don't wear your emotions on your sleeve.**

Remember to be professional in spite of how you are feeling, who is right, or how the customer is behaving.

› **Pretend that your boss is standing next to you as you service a customer.**

What are the best skills you would want to demonstrate? Listen to your customer's questions and needs and repeat back what you think they are expressing to you. Be informative about options, policies, and processes without being condescending, patronizing, or dictatorial.

› **Establish a mentor/pal relationship with your colleagues.**

Agree to look out for one another and point out when you notice the other person not handling a situation in the best manner.

› **Ask for help (or training!).**

Let a customer know when you're not able to service them, then follow through by helping them address their needs elsewhere. In addition, take advantage of opportunities to develop sharper customer service skills through training, coaching, and mentoring.

See more at:

<http://www.acceleratedbr.com/blog/did-she-really-just-say-that-customer-service-tips-for-challenging-conversations/>



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