



Managing High Risk Situations

Why Purchase This Program?

As contact centers deploy advanced technologies, more customers are choosing self-service options as a way to handle their routine requests. As a result, customer service representatives are increasingly called upon to handle complicated situations, unresolved problems, and customer complaints. Each of these calls represents a high-risk situation where it may be difficult to resolve the underlying problem in a way that meets and exceeds the customer's expectations, preserves loyalty, and maintains a positive long-term relationship.

This program provides representatives with the advanced interpersonal, communication, and service skills they need to handle high-risk situations.

Who Needs To Attend?

Contact center representatives and other customer-facing employees who provide service to customers over the phone or in face-to-face situations.

What Will They Learn?

After completing this course, participants will be able to:

- Recognize high-risk situations and respond appropriately to them.
- Change customer complaints into win/win/win opportunities.
- Apply The Service Performance Matrix™ to manage their own performance.
- Establish rapport in high-risk situations.
- Reframe negative customer perceptions to focus on positive solutions.
- Negotiate "next best" alternatives that meet and exceed customers' expectations.
- Follow up to take care of the customer, the problem, and the system.

What Materials Will I Get?

A detailed Managing High Risk Situations workbook with articles outlining key principles and practices, real-world examples, skill models, activities, and role plays.

A comprehensive Trainer's Kit which includes everything a facilitator needs to deliver the program. This easy-to-use guide features complete, step-by-step directions for presenting the workshop and conducting the learning activities, along with key content points and suggested responses to questions and activities. It also includes a PowerPoint presentation, all necessary handout materials, and a special section of Trainer's Effectiveness Notes presenting state-of-the art adult learning and delivery techniques.

How Long Is The Program?

The program includes a complete day of learning activities. You can deliver the program as a single workshop or as a series of shorter modules.

How Do I Get More Information?

Please contact Kerry Weiner Elkind at 415-876-8401 or kerry@elkindgroup.com.