

Name: \_\_\_\_\_

## Chapter 6: Problem Solving

### Understanding Complaints

- Customers may complain for a variety of reasons:
  - \_\_\_\_\_
  - \_\_\_\_\_ with product
  - \_\_\_\_\_ disposition
- First-Call Resolution (FCR)- call to a service rep that is completely \_\_\_\_\_ on the \_\_\_\_\_ call
- Customer complaints can escalate when not \_\_\_\_\_ or \_\_\_\_\_ in an appropriate manner

### Disagreement vs. Conflict

- Disagreements- difference in \_\_\_\_\_ that do not need to be \_\_\_\_\_; agree to disagree
- Conflicts- involves more serious clash values, perceptions or ideas, and they can \_\_\_\_\_

### Good Conflict vs. Bad Conflict

- Good
  - Better \_\_\_\_\_ of another person's \_\_\_\_\_
  - Promote a deeper understanding of one's \_\_\_\_\_, one's motives, and one's effect on \_\_\_\_\_
  - Meaningful transformation in one's \_\_\_\_\_
  - More \_\_\_\_\_ relationships
- Bad
  - Issue replaces specific issue as the problem \_\_\_\_\_ and then behavior changes to wanting to \_\_\_\_\_ the relationship
  - Concern for self turns into \_\_\_\_\_, and primary interest is \_\_\_\_\_ company or getting \_\_\_\_\_

### Conflicts Continued

- \_\_\_\_\_ -  
A recognized third party complaints handling mechanism in the United States that has directed itself to playing a leading role in the \_\_\_\_\_ of customer-business \_\_\_\_\_.

- \_\_\_\_\_ - process used to resolve differences between two parties conducted by an impartial third party for the purpose of bringing a \_\_\_\_\_
- \_\_\_\_\_ - legally binding process that begins when both parties sign an agreement permitting the arbitrator to conduct a fact-finding hearing and make a final decision

### Complaint Handling Process

- Customer \_\_\_\_\_ policy- a company policy that is the foundation for maintaining customer \_\_\_\_\_ and that lays out the foundation for \_\_\_\_\_ with customers and for handling \_\_\_\_\_
- Policy should:
  - Encourage customers to express \_\_\_\_\_
  - Cover issues surrounding business's advertising, sales promotion, displays, warranties etc.
  - Emphasis proper \_\_\_\_\_
  - Conform to federal, state and local \_\_\_\_\_ and \_\_\_\_\_

### Using Scripts

- \_\_\_\_\_ - predetermined \_\_\_\_\_ that states how to respond to common \_\_\_\_\_
- Advantages-
  - Help deliver \_\_\_\_\_ service
  - They assist CSR in developing open \_\_\_\_\_ - \_\_\_\_\_ response
- When creating scripts include:
  - \_\_\_\_\_: understanding the situations and \_\_\_\_\_ from the customer's point of view
  - \_\_\_\_\_: recognizing the validity of the customer's complaint
  - Reassurance: restore customer's \_\_\_\_\_ in the company
  - \_\_\_\_\_

### Problem Solving Process

1. Identify the \_\_\_\_\_
  - a. Asking right questions & learning from the \_\_\_\_\_
2. \_\_\_\_\_ the Problem

3. Identify \_\_\_\_\_ criteria
4. Develop multiple \_\_\_\_\_
5. Choose the \_\_\_\_\_ solution

### Listening and Responding

- Key importance in \_\_\_\_\_ process
- Tips
  - Determine whether the situation is a \_\_\_\_\_ or a real \_\_\_\_\_
  - Analyze your interests and the customer's \_\_\_\_\_
  - Brainstorm creative \_\_\_\_\_ and generate ideas together
  - \_\_\_\_\_ the process if the issue is not resolved at first and be \_\_\_\_\_

### Successful Problem Solving

- Successful problem solving is critical to the \_\_\_\_\_ success of the company. Problems that are not resolved early increase the cost of service to the company.
- Companies need the following element to be most effective in their service:
  - Accessibility- \_\_\_\_\_
  - \_\_\_\_\_ - accepting responsibility of situation
  - Explanation of the policies- \_\_\_\_\_ explanation of the \_\_\_\_\_
  - Follow-Through- \_\_\_\_\_ to the customer

### Negotiating Skills

- Negotiation- and interpersonal process requiring a \_\_\_\_\_ and \_\_\_\_\_ between the participants
1. Describe why we (CSRs) \_\_\_\_\_ and \_\_\_\_\_.
  2. Express why we (CSRs) feel as we do and the \_\_\_\_\_ for our \_\_\_\_\_.
  3. Acknowledge the other person's \_\_\_\_\_.
  4. Look for \_\_\_\_\_.
  5. Choose one solution.
  6. Put the chosen \_\_\_\_\_ into \_\_\_\_\_

### Conflict Management Styles

- \_\_\_\_\_
- Accommodating

- \_\_\_\_\_
- Collaborating
- \_\_\_\_\_

### Conflict Resolution Strategies

- \_\_\_\_\_ - \_\_\_\_\_ Strategy- assumes one side will win while the other side will lose
- Lose-lose strategy- one party attempts to \_\_\_\_\_ at the \_\_\_\_\_ of the other, mutually \_\_\_\_\_
- Win-win strategy- assumes a \_\_\_\_\_ solution can be reached that will \_\_\_\_\_ the need of \_\_\_\_\_ the parties

### Effective Win-Back Plan

- Why customers leave:
  - Don't know who to \_\_\_\_\_ to about \_\_\_\_\_
  - Think their complaint will never be \_\_\_\_\_
  - Think the company does \_\_\_\_\_ about the problem
- When reproaching lost customers:
  - Acknowledge past \_\_\_\_\_
  - Point out \_\_\_\_\_ and changes made since last purchase.
  - Emphasize the ease to \_\_\_\_\_ - \_\_\_\_\_ with them
  - Provide meaningful financial or gift \_\_\_\_\_

### Understanding Why Customers Leave

- 4 general reasons:
  - \_\_\_\_\_ with product delivery, installation, service, or prize
  - Improper handling of \_\_\_\_\_
  - Disapproval of \_\_\_\_\_ changes
  - Feelings of being taken for \_\_\_\_\_