



Handling Angry and Difficult Callers

Certificate: None
Duration: 1 Day
Course Delivery: Classroom/ Virtual

Language: English
Credits: 8

Course Overview:

It's no fun being on the receiving end of a frustrated angry shouting caller who just had a bad customer experience and out to get his/her revenge, particularly when the caller's issue was not even your fault in the first place. This one day program will help you teach call center agents a simple but powerful 3 step process. Using this process, agents will be able to calm angry callers down and regain and maintain control of the call and handle the situation confidently and professionally. Agents will be able to diffuse the angry caller's strong emotions, bring the focus back to the issue and concentrate on working together collaboratively to resolve his/her problem.

Target Audience:

Call center customer service agents and support staff who deal with angry callers on a regular basis.

Learning Objectives:

After completing this course, delegates will be able to:

- Understand and follow a 3 step process for handling angry callers.
- Discover the importance of fixing the caller first before fixing the problem.
- Understand the value of complaints and how the best caller experiences can come out of the worst service breakdowns.
- Explore the value of being resilient and having ownership of callers issues and problems.

Prerequisites:

There are no formal prerequisites.

Course Materials:

Students will receive a course manual with presentation slides and reference materials.

Technical Requirements:

For eBooks:

Internet for downloading the eBook

Laptop, tablet, Smartphone, eReader (No Kindle)

Adobe DRM supported software (e.g. Digital Editions, Bluefire Reader)

eBook download and activation instructions

Agenda:

Module One: Introduction: Angry callers and their expectations

- Introduction.
- Callers and their expectations.
- The service recovery paradox.
- A complaint is a gift.

Module Two: Fix the caller before the problem

- Fixing the caller first.
- Listen and reassure the caller.
- Acknowledge the caller's anger.
- Move the angry caller to the logical side of the brain.

Module Three: Take Ownership of the angry caller's problem

- Showing ownership versus finger pointing and scapegoating.
- Language that engages callers.
- Avoid callers' hot buttons.
- Use winning words and phrases.

Module Four: Deliver +1

- Apologizing and coming up with a balanced solution to the caller's problem.
- Deliver +1
- Post call follow-up and the importance of having resiliency.
- Coping with a highly stressful customer service role.

Certification:

Once after the training you receive course completion certificate from Mangates