

Jo Bunker Training

Course: Front Line Reception Staff – Conflict Management

Who should attend?

Anyone who has frequent contact with customers, the public or patients, especially those on switchboard, reception, customer services or a help desk.



Overview

This interactive 1-day course is designed to equip front-line reception and telephone staff with the knowledge, tools and tips needed to communicate effectively with customers on the telephone and at reception in a confident, friendly and effective way.

Delegates will examine practical techniques to create a good impression, ask the right questions, handle complaints and defuse difficult situations, sound confident and respond professionally under pressure.



Focus and Benefits:

- . Providing increased professional image – creating the right impression
- . Creating more calm and flexible staff – who handle complaints effectively
- . Building competent and appropriate customer rapport – exceeding customer expectations
- . Picking sensible interventions and conflict reductions
- . How to successfully re-focus after difficult situations

Course Information:

The Front Line Reception Staff course is normally a full day course, although it can be delivered as a shorter course for a specific delegate group or as a refresher.

Sessions can also be tailored to clients' requirements and the duration of the course will therefore depend on your organisation's specific needs.

On completion all delegates receive a Certificate in Conflict Management and Personal Safety Certification.

Jo Bunker Training
www.jobunker.com
jobunkertraining@gmail.com
t: 0208 8910309 m: 0770 9955409