

# CONTACT WITH THE OUTSIDE WORLD

## Sensitive dialogue with consumers

Learn how to engage in dialogue with consumers.

How do you communicate with consumers when dealing with **sensitive complaints**? How do you deal with **verbal aggression and threats**? When should you stop communicating?

During this training, you will learn how to deal with **sensitive situations**.

### Objectives

- Develop communication skills to deal with sensitive complaints in an empathetic manner.
- Strategically defusing situations.
- Dealing with verbal aggression, manipulation and threats from consumers.
- Do's and don'ts when collecting products from consumers.

### Programme

- Confrontation with difficult communication
- Dealing with difficult complaints
- Approach to an on-site visit to the consumer
- Interactive exercises

### Target audience

Quality assurance staff, customer service staff and sales representatives who are in direct contact with consumers.

### Practical

 Maximum 8 participants

 3h

 In your company