

## Customer Focused Communication - Live Online

Duration: 2 Hours  
Course Price: \$150

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### Course Description

**Customer Focused Communication - Live Online** is for anyone who has direct interaction with customers. Find out why customers really leave and figure out how to keep their business. Learn what to say and what to avoid when responding to requests and providing support. Overcome resistance and increase rapport by learning about NLP and the Feel, Felt, Found Model.

Learn How to:

- Discover What Customers Really Want, and Why They Leave
  - Use Listening and Questioning Strategies to Increase Your Efficiency and Confidence with Customers
  - Diffuse Irrate, Persistent, Incoherent and Difficult Customers, And Turn Challenge into Cooperation
  - Learn Techniques to Give the Same Exceptional Service On the Telephone as You Give Your Customers in Person
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### Course Outline

- Why Customers Leave
  - What to Say to Customers & What to Avoid Saying
  - Leverage NLP to Increase Rapport
  - Method to Overcome Objections: Feel, Felt, Found
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Live Online Training - Remote Training - Home, Office, Anywhere