

MANAGING CUSTOMER RELATIONSHIPS



TARGET AUDIENCE

Sales supervisors in post.



GOALS

- Apply the dimensions of customer relations, adjust one's posture and assert oneself when working with customers;
- Support the development of the relational skills of its teams.



PREREQUISITES

Have held the position of sales train agent.



EDUCATIONAL MODALITIES

Exercises, scenarios, self-diagnosis.



DURATION: 4,5 Days



PROGRAM

- Identify the components of the customer relationship (servuction)
- Know the challenges of customer satisfaction
- Fix the impacts of Customer Relations on the quality of service, Customer satisfaction and the management of staff in contact
- The components of communication and its obstacles
- Determine the dimensions of the customer relationship and adjust the posture when working with customers
- Coordinate the relational skills of the team