



Empowered Customer Service for External Clients

Course Description

Maintaining strong client relationships can be challenging when what a client requests is beyond the scope of what you are able to offer. Working through those situations requires solid skills in meeting your client where they are and bringing them into alignment with how you can reasonably serve their needs and still deliver a high-quality experience. The skills in this course can help you proactively uncover your client's deeper needs and work toward favorable solutions for you both.

Course Outline

- Exploring value proposition
- Keys to empathetic conversations
- Understanding win/win
- Feel-Felt-Found: Handling objections and resistance
- Structured persuasion
- The power of "I recommend"
- How to say no without gaining a reputation

Outcomes

- Use curiosity and attunement to identify with the client
- Validate their situation and recommend solutions based on your experience
- Make your ask again with structured persuasion

