



SERVICE EXCELLENCE: DE-ESCALATION

**OTEC'S NEW SERVICE EXCELLENCE:
DE-ESCALATION TRAINING WILL
EQUIP YOU WITH VARIOUS
TACTICS AND SKILLS THAT CAN
HELP YOU MITIGATE DIFFICULT
SITUATIONS WITH A GUEST.**

- **FOSTERS** EFFECTIVE COMMUNICATION AND IMPROVES WORK CLIMATE.
- **HELPS** WORKERS APPLY EQ CONCEPTS THROUGH CUSTOMER EXPERIENCES AND WITH THEIR COLLEAGUES.
- **SHOWS** WORKERS HOW TO RECOGNIZE AND MANAGE THEIR EMOTIONS DURING INTERACTIONS WITH GUESTS.
- **TWENTY-MINUTE** eLEARNING COURSE.

WHO SHOULD ATTEND

- FRONT-LINE EMPLOYEES
- SUPERVISORS
- MANAGEMENT

The pandemic has created higher levels of stress and anxiety in our daily lives. At times, customers can become confrontational with workers, who then need to manage the situation.

Service Excellence: De-escalation training is a vital component in customer relations as they participate in the customer cycle. The customer cycle is any moment, from the time a guest walks into your business to the moment they depart. There are opportunities throughout this cycle to manage a customer experience when a customer is not satisfied with their experience.

LEARNING OBJECTIVES

By the end of the training, you will be able to:

- Apply EQ concepts in customer interactions and through the work with other colleagues, effectively de-escalating day-to-day situations.
- Recognize the emotions behind another person's body language, non-verbal cues, tone and behaviour to better manage customer relations.
- Use the R.E.S.P.E.C.T model to propose rapport-building solutions for guests who are upset, and to explain the role you can play in de-escalation activities in your workplace.

OVERVIEW

1. Why do guests become confrontational?
2. What resources do you have?
3. The R.E.S.P.E.C.T. Model (job-aid downloadable upon completion of the program).
4. Keeping cool under pressure.
5. Test your knowledge.

PLEASE CONTACT US TODAY FOR MORE INFORMATION OR TO REGISTER!
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