

Service Orientated Attitude - Customer Associations

OBJECTIVE

Service-oriented behavior, turning situations to your advantage and following up with confident, carefully planned negotiation and catering to the needs of customers, builders and their contractors/partners

CONTENT

- Service in the workshop and on the construction site – why? The meaning of offering and providing service
- Having a confident and convincing manner
- Taking underlying psychological principles of communication into account
- Recognizing the effect of the spoken word
- How to keep conversations with criticism neutral
- Using complaints as an opportunity
- Getting along and feeling secure with difficult people
- Using on-site talks for preparing for additional acquisitions
- Role plays and final self-evaluation and test of material learned

TARGET GROUP

Masters, deputies of Masters, mechanics, factory burnishers, burnishers
max. 12 participants

**PREVIOUS
KNOWLEDGE**

No previous knowledge mandatory

DURATION

1.5 days

PRICE

EUR 590.00 per participant

DATE

On request

VENUE

Training rooms in Schrobenhausen

TRAINER

Mr. Thomas Emmerling

CONTACT

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AZWW-certified