



Common Sense Solutions

Teresa Allen



Customer Conflict: Opportunity Knocks!



Customer Conflict is inevitable in the real world and can signal the end of your relationship with a customer or the beginning of an even stronger relationship! In this highly interactive program, Teresa shows participants how to:

- ◆ Keep Calm in Difficult Customer Encounters
- ◆ Differentiate between Institutional and Transactional Complaints
- ◆ Respond to Varied Levels of Customer Anger
- ◆ Handle Complaints Originating from Business Error, Customer Error, Policies, and Regulations
- ◆ Avoid Conflict by Catering to Varied Customer Personalities
- ◆ Implement Methods for Gathering Customer Feedback

Please note: Teresa will interview key members of your staff/association to learn of typical conflict scenarios to incorporate into this great program. Please ask us for a full list of keynotes and breakout programs perfect for your conference or meeting!

Ask about Teresa's *Common Sense Service: Close Encounters on the Front Lines* book.



**When you NEED expertise and you WANT fun
Teresa Allen is the perfect speaker for your event!**