

Business Partner

Professional internal customer service

#1 Business Partner in practise – how to build a partner relationship and authority

- **Magic od words**– building relationship through the use of appropriate phrases,
- **Why can't we communicate and how can we prevent it?**– communication barriers in mutual relations,
- **Presenting your own intentions and discovering the intentions of our interlocutor** – how to express concern and care for another person through language and build your own authority.

#2 A recipe for effective communication – how to understand and be understood

- What favors and what hinders communication?
- **Who asks not stray**– the art of asking questions,
- **Hear and listen**– what does it mean?

#3 Effective converstaion – how to quickly and efficiently take care of customer while maintaining highest quality of service

- **I rule here**– how not to lose control over the interlocutor and the conversation,
- Preparation for the interview,
- Structure and course of the converstaion..

#4 What is your internal customer like?

- **Communicataion styles**- what and how to talk to whom
- Types of clients and types of behavior..

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#5 When objections arise – how to deal with objections and dissatisfaction of an internal client

- How to identify explicit and implicit objections?
- **Objections management techniques** – how to deal with objections and customer dissatisfaction?
- **What every client would like to hear** - soothing phrases,
- **Red rag for a bull** - the most common mistakes we make in contact with the client,
- Direct and indirect corrections,
- **How to say NO**– the art of saying no,
- **Proprietary 4U™ technique**,
- Compensation,,
- Boomerang.

#6 Feedback – how to account for and enforce goals

- **The language of benefits**– how to ethically direct the customer towards the optimal solution,
- Practical application of the ME message in problematic situation,
- **Techniques for giving constructive criticism/feedback**– how to objectively account for the implementation of tasks and goals,



Have any questions?
Feel free to contact us.

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