

# IMPROVE CUSTOMER TRUST: Manage Expectations and Have the Hard Conversations

written by Lauri Moon | June 30, 2021

**Equip sales & customer service teams with skills for proactive conversations, managing expectations & turning complaints into opportunities.**

**How are you handling upset customers when supply chain delays are happening?**

All around the world, manufacturing organizations are reporting delays in materials needed to create their products. As a result, clients are delayed in getting what they ordered. Join us July 15th for a live, interactive 90-minute webinar where we will look at how to transform customer complaints into opportunities and manage their expectations in a post-COVID world.

Topics to be discussed include:

- What are we already doing that is working? What isn't working with customers?
- What are our customers' expectations of us when we can't make a deadline?
- Assess your organization's ability to currently manage customer expectations
- Learn a process for handling complaints and managing customer expectations
- Handle stress, worry, and anxiety more effectively when handling customer complaints

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