

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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