

# Negotiation Skills

Maintaining the Bottom Line while still creating Loyal Customers

Customers call in with a problem. It is up to the dispatcher/supervisor to satisfy the customer as well as resolve the problem. Can it be done? Absolutely.

## Course Outline -

- Understanding how each call can be a golden opportunity
- Recognizing the scope of the problem from the clients perspective
- Effective Communication including The Art of Listening
- 5 steps of a call -  
Validation→ Understanding→ Solution→ Compensation→ Close/Path Forward
- Dealing with upset/dissatisfied customers
- Resolving unrealistic expectations
- Working towards the win-win situation

This great topic is designed to support your front line people by giving them the opportunity to negotiate effectively.

This talk/workshop is designed for

- Call Center worker
- Supervisors

# Negotiation Skills

This outstanding topic can be presented as a -

**Terry Talk** - Which is a 1 to 1 1/2 hour presentation. Terry Talks are well known for their engagement, humor, interaction and way of presenting a new and highly relatable viewpoint to gain greater understanding of today's business challenges.



**Chadons Workshop** - Which is a 3 to 7 hour session. Chadons Workshops are designed to highly engage the participant, create those "aha" moments even in topics that may have been covered before, creating an opportunity for the listener to take back real world solutions improving their business skills and the organizations bottom line.



## About Terry Bass

Terry left the corporate world in 2005 as National Training Manager of a subsidiary of Eastman Kodak and formed CHADONS Resources. As a business coach located in the Chicagoland area, he helps people and organizations of all sizes succeed.

Terry coaches, facilitates and provides important skill development workshops and training over a range of areas. Whether coaching, speaking or training, Terry drives real world sensibilities in a fun, dynamic, thought provoking way.

Terry's quirky logo below represents his view that everyone has ideas, dreams and visions of where they would like to end up. He views his purpose is to support them in reaching that vision.

For more information, including additional topics that Terry speaks and provides workshops on, you can go to [www.chadons.com](http://www.chadons.com)  
To contact CHADONS, call 773-769-1992 or email at [terry@chadons.com](mailto:terry@chadons.com)

