

Talk to us 02031 450698



MENU

- [Home](#)
- [What We Do](#)
 - [Our NLP Training](#)
 - [NLP Taster Day](#)
 - [NLP Practitioner](#)
 - [Time Line Therapy™ & Hypnosis](#)
 - [NLP Master Practitioner](#)
 - [Presenting with Impact](#)
 - [NLP Coach](#)
 - [NLP Master Coach](#)
- [What is NLP?](#)
 - [What is NLP?](#)
 - [Is NLP for you?](#)
 - [NLP Practitioner Glossary](#)
- [About Edge NLP](#)
 - [Who we are](#)
 - [Pip Thomas](#)
 - [Jools Montague](#)
- [Schedule](#)
- [Testimonials](#)
 - [Testimonials](#)
 - [Master Coach](#)
 - [Master Practitioner](#)
 - [NLP Practitioner](#)
 - [Presenting with Impact](#)
 - [TLT & Hypnosis](#)
- [Blog](#)
- [Contact](#)

Dealing with customer complaints



We all know how hard it is to attract new customers these days, so hanging on to the ones we have already is more important than ever. Especially the dissatisfied ones.

Having one unhappy customer does not mean that you are in danger of losing just them. Each unhappy customer will tell many others of their unhappy experience. The word spreads. And you lose more and more customers.

So what is the best way to deal with a customer who complains?

Diffuse problems with NLP

At Edge NLP we teach an array of NLP (Neuro-Linguistic Programming) skills and techniques that will enable you to handle a customer complaint to achieve the best possible outcome: a happy customer. Whatever your business and whatever the problem, there are certain things you can do to move the situation along to a successful conclusion.

Build rapport

For a start, we can aim to build a positive rapport by smiling. And I mean a real smile, like you really care which, of course, you do. Use affirmative body language, such as leaning in slightly and reflecting their posture as you listen to their problem.

Listen to what they say

I know it can be difficult, but the unhappy customer has got something to tell you and you need to keep your mouth closed and listen. Give them your full attention. Look at them, don't butt in and don't disagree. Just let them get it off their chest which, in most cases, is all they want to do.

Agree with them

As they reach the end of their denunciation, they will be feeling calmer and more satisfied. Now you just need to agree with them. They are right. Whatever defence you might want to give, the fact is, they feel aggrieved and they should not be feeling like that.

Be reassuring

Let them know you have been paying attention by repeating back what they have just told you and say that you would feel annoyed if you were them. Finally, ask them what you can do to make things better.

This is just a small taster of what you can learn at Edge NLP that will help you master the art of handling unhappy customers. If you would like to know more, call me, Pip Thomas, on **02031 450698**. Weve never had any complaints!

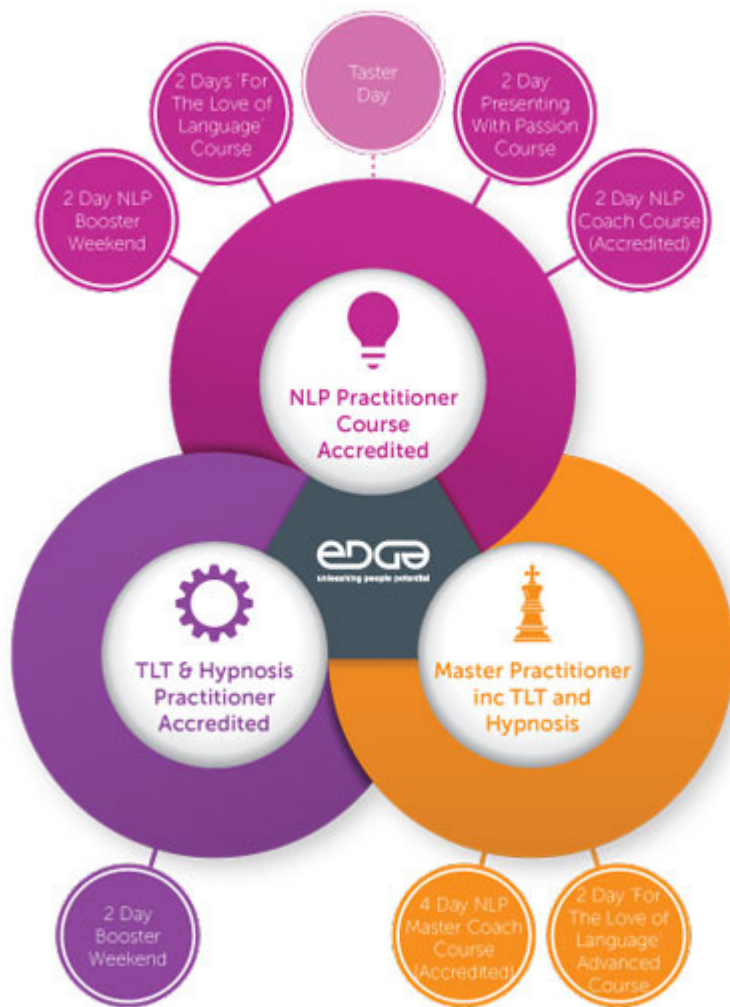
Share this...     

Previous post: [How to beat the workplace bully](#)

Next post: [Does getting spooked hold you back?](#)

• Upcoming Courses

- **January 21, 2017** – [NLP Taster Day](#)
- **February 11, 2017** – [Time Line Therapy & Hypnosis](#)
- **February 19, 2017** – [NLP Practitioner Course](#)
- **March 4, 2017** – [NLP Taster Day](#)
- **March 28, 2017** – [Presenting with Impact](#)
- **April 17, 2017** – [NLP Practitioner Course](#)
- **May 20, 2017** – [NLP Taster Day](#)
- **May 25, 2017** – [NLP Master Coach](#)



• Latest blog

- [Trust Your Instincts](#)
- [Time for Change](#)
- [Battling the big boys with NLP](#)
- [Beginnings and Endings](#)

- [Change the Input, Change the Outcome](#)

- **[What is NLP?](#)**

Are you new to NLP and would like to learn more? [Click here](#) to get a snapshot of what NLP can do for you.

[More About NLP](#)

- **Sign up for our newsletter**

Name *

Email *

Register

© 2016 **Edge NLP** | [NLP Training Hertfordshire](#) | [NLP Training Buckinghamshire](#) | [NLP Training Bedfordshire](#)
[NLP Training Milton Keynes](#) | [NLP Training Northampton](#) | [NLP Training Amersham](#) | [NLP Training Harpenden](#) | [NLP Training St Albans](#)
[NLP Training London](#) | [NLP Training Windsor](#) | [NLP Training Watford](#) | [NLP Training Buckingham](#)
[Terms and Conditions](#) | [Privacy Policy](#) | Website maintained by: LT Consulting, Berkhamsted