

Trouble Shooting

Seminar objectives

The participants will

- Set the right priorities and decide on the right procedure when recognizing suboptimal / wrong installations
- Work on recognized disorders in the customer's compressor station
- Explain the situation to the customer
- "Sell" necessary changes to the customer
- Give feedback to the General Manager/sales representative regarding recognized disorders
- Be able to discuss critical cases
- Be able to give and accept feedback.

Contents

- Set priorities with the customer
- Give feedback about wrong installations
- Johari-Window, feedback
- Giving feedback to GM / Sales representatives
- Rhetoric for difficult situations



Methods

- Lectures
- Group work
- Role-play
- Feedback

Organisation

- Target Groups
 - Service Technician
 - Service Staff
- Period
 - 1 day