

Conversations with Vulnerable Customers

Half Day Course

Rating: ★★★★★ 4.8/5



Module 1:

Recognising Vulnerability: Awareness & Inclusiveness

Learning Outcomes

- Define what constitutes a vulnerable customer.
- Understand different types of vulnerability and their associated risk factors.
- Develop heightened awareness and sensitivity to the signs and characteristics of vulnerability.

Service Methodologies

- Introduction to Vulnerable Customers
- Types of Vulnerability & Identifying Key Signs

Module 2:

Compassionate Communication: Sensitivity & Empathy

Learning Outcomes

- Apply a proven, step-by-step approach to guiding conversations with vulnerable customers.
- Use sensitive questioning techniques to identify and understand the needs of vulnerable customers.
- Adapt your communication style to build trust and provide reassurance.

Service Methodologies

- Structuring Conversations with Vulnerable Customers
- Sensitive Questioning Techniques

Location & Delivery Style

4th Floor
One Great Cumberland Place
London
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Hamilton Mercer's training sessions are
Friendly, Highly Engaging and Humorous.



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