

# 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 plant/ system/ installation
- 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