



Educational business game
2016



Relax and learn

Educational business table game

“Objections and complaints” (client services)

“Objections and complaints” (client services) is a practical educational game that improves the client services specialists’ abilities to respond to clients’ objections and complaints, resolve problem situations or correctly refuse something to a client.

The game is designed as a self-educational product; therefore, an organization that acquires this game, acquires in fact an easy-to-use educational tool – training that can be conducted by any employee of the organization, who simply gets acquainted with the rules.

Principal results of the game “Objections and complaints” (client services):

- Participants of the game improve their ability to respond to client objections and complaints.
- Participants of the game will improve their ability to refuse something to a client
- Participants of the game will improve their ability to offer a solution in problem situations
- Participants of the game receive honest peer assessment of their ability to deal with client objections and complaints
- Participants of the game adopt from each other the most effective solutions to various situations

How the game “Objections and complaints” (client services) is played:

The game simulates real life situations. The game participants’ task is to respond to various client objections, complaints and even absurd requests in a way so that the client remains satisfied. The client services specialists’ communication skills are evaluated, as well as their ability to refute objections, refuse certain requests and take responsibility for resolving problem situations. In the course of the game, the participants learn to adjust to the client, carry on the conversation, respond objections and resolve problem situations, as well as manage their attitude towards the client and the conversation. The winner of the game is the participant, who does all of the above more successfully than the others. Incorporated in the game is also the peer review mechanism, which ensures an easy exchange of skills and knowledge between the participants

Practical application of the game “Objections and complaints” (client services):

- The game is used to improve the skills of client services specialists when dealing with objections and complaints

Details of the game:

- The duration of the game – 4 hours
- The number of participants – one set of the game is designed for 2-12 people
- The game can be adapted to specific situations at an organization in the field of client services.

