



Éditeur de joomla.fr

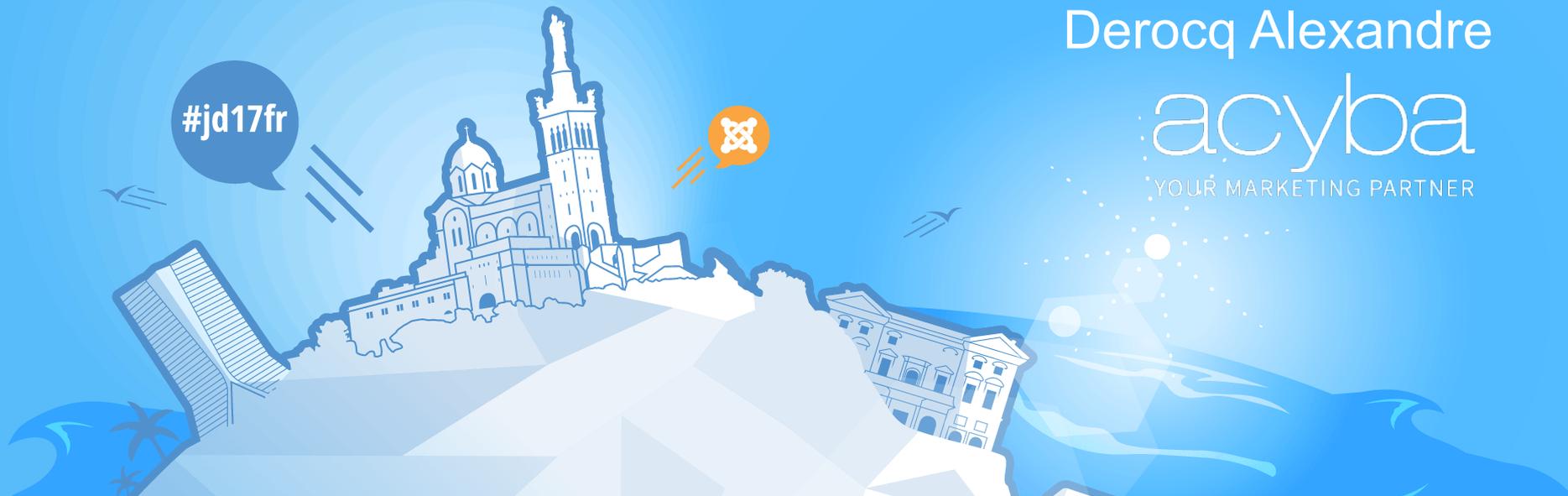
Développer son business grâce à une bonne relation client

Derocq Alexandre

acyba

YOUR MARKETING PARTNER

#jd17fr



I. CONSTRUIRE SA RELATION CLIENT SUR DE BONNES BASES

II. LES RÈGLES À NE JAMAIS BAFOUER

III. APPRÉHENDER ET GÉRER LES SITUATIONS DIFFICILES

IV. LES BÉNÉFICES D'UN BON SUPPORT CLIENT

I. CONSTRUIRE SA RELATION CLIENT SUR DE BONNES BASES



Inbox



Search



SITUATION RÊVÉE



RÉALITÉ

22

77

89

43

54

97

99

14

0

4

9

0

0

76

0



SOLUTION

II. LES RÈGLES À NE JAMAIS BAFOUER

A giant panda is sitting on a tree branch, surrounded by several logs. The panda is looking towards the camera. The background is a blurred green forest. The text "DONNEZ DE L'AMOUR" is overlaid in large, white, bold, sans-serif capital letters across the center of the image.

**DONNEZ DE
L'AMOUR**

A photograph of a sprinter in a starting block on a track at dusk. The athlete is wearing a yellow and green jersey and orange sneakers. The background shows stadium lights and a dark sky. The text "SOYEZ RÉACTIF" is overlaid in white, bold, sans-serif font.

**SOYEZ
RÉACTIF**



**GÉREZ VOS
PRIORITÉS**



**CIBLEZ LE
RÉEL
PROBLÈME**



**SOYEZ
COMPRÉHENSIBLE**



**APPRENEZ À
DIRE NON**

III. APPRÉHENDER ET GÉRER LES SITUATIONS DIFFICILES



LE TIMIDE



L'AGRESSIF

A young girl with dark hair in two braids, wearing large round glasses, a light green sweater over a yellow collared shirt, and a yellow cardigan. She has a surprised or excited expression with wide eyes and an open mouth. She is holding a red book in her left hand and pointing upwards with her right index finger. The background is a solid dark teal color.

L'OPPRÉSSANT

A man in a dark suit and blue tie is shown from the chest up. He has a cigar in his mouth and his hands are clasped together in front of him. The background is a blurred office setting. The text 'LE NÉGOCIATEUR' is overlaid in large white letters across the center of the image.

LE NÉGOCIATEUR

LE COPAIN



A person is shown from the back, looking into a circular mirror. The person's hair is dark and short. The mirror reflects their face, which is slightly blurred. The background is a plain, light-colored wall. The text 'FAIRE SON AUTOCRITIQUE' is overlaid in the center in a large, white, bold, sans-serif font.

FAIRE SON AUTOCRITIQUE

IV. LES BÉNÉFICES D'UN BON SUPPORT CLIENT

A photograph of Tom Cruise in a grey flight suit, leaning against the side of a blue aircraft. He is giving a thumbs-up gesture. The flight suit has several patches, including one that says "RANGER 6" and another that says "CENTURION". On the left side of the aircraft, there is a warning label that reads "WARNING DANGER DO NOT PULL HANDLE". The background is a blurred red and white striped pattern.

CONFIANCE

A silhouette of a person sitting in a lotus position on a dark, rocky cliff. The person is facing away from the camera, with their hands in a mudra. The background is a warm, golden sunset over the ocean. The word "SÉRÉNITÉ" is written in large, white, bold, sans-serif capital letters across the center of the image, partially overlapping the person's torso.

SÉRÉNITÉ

TEAMWORK





À VOUS LA PAROLE

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