



Dealing with Difficult Customers



If you work directly with customers, then it's bound to happen: an upset customer who seems "out of control." Techniques exist that can help you feel more confident and comfortable when dealing with irate customers, and this course teaches that and more.

Customer issues are solved more easily when you find a way to bring customers around so they join *with you* in fighting the problem itself, instead of feeling that you are on opposite sides, fighting each other. We will teach you a variety of techniques to do just that.

Why This Course?

- Dealing appropriately with anger makes customers feel more understood and therefore they are less demanding. This makes your job **easier**.
- Employing a set of specific skills helps you feel more relaxed and in control. This makes your job more **enjoyable**.
- Using your head instead of your emotions helps you get quickly to the real problem and a real solution. This makes your job more **rewarding**.



Course Objectives

Individuals and teams will learn to:

- Employ empathic listening while problem solving.
- Apply emotional intelligence to difficult situations.
- Recognize simple communication techniques that can help you better deal with difficult customers.
- Examine your own attitude to see if it's best positioned to help solve the problem.
- Handle difficult situations with tact and professionalism.

This is not your typical lecture-listen course. Come prepared to engage in new ways, practice through games, partnering, and receiving feedback, and applying hands-on learning.

Results	Key Outcomes & Insights	Requirements
<ul style="list-style-type: none"> • Recognize your own "triggers" and how to address them • Be skillfully prepared for conversations • Increased problem-solving ability • Happier customers and happier <i>you</i> • Decreased handle time; increased CSAT 	<ul style="list-style-type: none"> • Confidently handle <i>any</i> customer interaction • A "tool kit" of communication techniques: Know what technique to apply and when 	<p><i>Time</i> 2.5 hours</p> <p>Available in-person or in virtual/webinar format</p>