



Course Title: *Dealing with Difficult Customers*

Course Description

Ever had to deal with an angry, disgruntled or hostile customer? Dealing with difficult customers, whether they are internal or external can be stressful and frustrating and make it even harder to deliver service excellence.

This course focuses on serving difficult customers and understanding what has caused them to be disgruntled, upset or angry. In this course, we will focus on tips, tools and language to assist you in interacting with your difficult customers. In addition, we will focus on specific “difficult customer situations” you deal with every day.

Dealing with difficult customers can be challenging however if you handle the situation well, you may be able to have a more positive outcome and improve the relationship with your customers. Additionally, you will be able to minimize the stress and frustration that can come from being overwhelmed by difficult customer interactions. A win-win for you and your customers!

Learning Objectives

In this course you will learn:

- why customers get upset and how anger can escalate to a make customer become hostile
- how to build rapport with customers and deescalate situations
- tips and tools for interacting with upset customers

Open to: All Employees

Competencies Addressed: Customer Service, Communicate Effectively, Interpersonal Skills, Managing Conflict

Course Length: Three Hours