

Handling a Difficult Customer

Course Overview

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This is a 1-day class

In this course, students will gain a valuable skill set to deal with difficult customers in various situations.



Who Should Attend

This course is intended for individuals who desire to become more skilled at handling difficult customers.

Course Objectives

Upon successful completion of this course, students will be able to deal with difficult customers in a way that increases productivity and customer service, and decreases unhappy customers.

Course Outline

1 GETTING STARTED

- Housekeeping Items
- Pre-Assignment Review
- Workshop Objectives
- The Parking Lot
- Action Plan

2 THE RIGHT ATTITUDE STARTS WITH YOU

- Be Grateful
- Keep Your Body Healthy
- Focus on Positive Thoughts
- Invoke Inner Peace
- Case Study

3 INTERNAL STRESS MANAGEMENT

- Irritability
- Unhappiness with Your Job
- Feeling Underappreciated
- Not Well-Rested
- Case Study

4 EXTERNAL STRESS MANAGEMENT

- Office Furniture Not Ergonomically Sound
- High Noise Volume in the Office
- Rift with Co-Workers
- Demanding Supervisor
- Case Study

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5 TRANSACTIONAL ANALYSIS

What is Transactional Analysis?
Parent
Adult
Child
Case Study

6 WHY ARE SOME CUSTOMERS DIFFICULT?

They Have Truly Had a Bad Experience and Want to Vent
They Have Truly Had a Bad Experience and Want Someone to be Held Accountable
They Have Truly Had a Bad Experience and Want Resolution
They Are Generally Unhappy
Case Study

7 DEALING WITH THE CUSTOMER OVER THE PHONE

Listen to the Customer's Complaint
Build Rapport
Do Not Respond with Negative Words or Emotion
Offer a Verbal Solution to Customer
Case Study

8 DEALING WITH THE CUSTOMER IN PERSON

Listen to the Customer's Complaint
Build Rapport
Responding with Positive Words and Body Language
Besides Words, What to Look For?
Case Study

9 SENSITIVITY IN DEALING WITH CUSTOMERS

Who are Angry
Who Are Rude
With Different Cultural Values
Who Cannot Be Satisfied
Case Study

10 SCENARIOS OF DEALING WITH A DIFFICULT CUSTOMER

Angry Customer
Rude Customer
Culturally Diverse Customer
Impossible to Please Customer
Case Study

11 CUSTOMER ONCE YOU HAVE ADDRESSED THEIR COMPLAINT

Call the Customer
Send the Customer an Email
Mail the Customer a Small Token
Handwritten or Typed Letter
Case Study

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12 WRAPPING UP

Words From The Wise
Review Of The Parking Lot
Lessons Learned
Recommended Reading
Completion Of Action Plans And Evaluations