

# Handling a Difficult Customer

## Course Overview

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

This is a 1-day class

## Upcoming Dates

Date	Time	Where
03/26/2020	9:00AM - 5:00PM	Online LIVE
06/17/2020	9:00AM - 5:00PM	Online LIVE

[View All Course Dates & Register Today](#)

# Handling a Difficult Customer

## 4 EXTERNAL STRESS MANAGEMENT

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

## 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

# Handling a Difficult Customer

## 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

## 12 WRAPPING UP

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