

Handling Difficult Customers

At first glance, handling a difficult customer may seem like a thankless job. Fortunately, you can develop skills to adapt to the challenges difficult customers pose and extend these skills to handling difficult people and situations throughout your daily life. By improving the focus of your thoughts and feelings, how you manage stress, and how well you listen to and empathize with others, you will be better able to meet the challenges other people pose in both your professional and personal life. Implementing the guidelines in this module is the first step in a process towards forever changing how you interact with others.

At the end of this workshop, participants should be able to:

- Cultivate a positive attitude
- Manage internal and external stress
- Develop abilities to listen actively and empathize
- Build a rapport with customers in person and over the phone
- Understand the diverse challenges posed by customers
- Develop strategies to adapt to challenging circumstances

Course Outline

- The Right Attitude Starts with You
- Stress Management (Internal Stressors)
- Stress Management (External Stressors)
- Transactional Analysis
- Why are Some Customers Difficult
- Dealing with the Customer Over the Phone
- Dealing with the Customer In Person
- Sensitivity in Dealing with Customers
- Scenarios of Dealing with a Difficult Customer
- Following up With a Customer Once You Have Addressed Their Issue

Developing the emotional intelligence and mood management skills to handle challenging customers is a process. Expecting or demanding perfection is detrimental to that process. Instead, celebrate your progress. Please take a moment to review and update your action plan. This will be a key tool to guide your progress in the days, weeks, months, and years to come.

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2 Day Workshop

Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Wrapping up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations