

## Course Overview:

Customer service is a prime position in the job world today. It helps companies give customers what they want and what they need. Although many customers can be difficult, with the right training, skills, and knowledge, any difficult customer can be handled properly and effectively. With a positive attitude, learners can effectively deal with the most challenging customers, and both parties can end the conversation satisfied.

Wouldn't the world be a great place if every customer was a pleasure to deal with? We all know that is a fantasy land. So what is the best way to handle a difficult customer? Through our online Handling a Difficult Customer training course, learners will learn stress management skills, how to build rapport, and recognising specific body language.

Learners will see an increase in customer service, productivity, and a decrease in unhappy customers. Learners will be provided with a robust skillset, including in-person and over the phone techniques, addressing complaints, and generating return business.

## Course Objective:

With this training course, learners will learn how engaging customers properly can benefit both the employee and customer. Effective customer service can change a company's reputation for the better. Through our comprehensive Handling a Difficult Customer, learners will gain a new perspective on how to react to negative customers and leave the customer satisfied and as a returning customer.

The learning outcomes of this online Handling a Difficult Customer training course are to:

- Cultivate a positive attitude
- Manage internal and external stress
- Develop abilities to listen actively and empathise
- 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:

### Module One: Getting Started

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

### Module Two: The Right Attitude Starts with You

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

### -Module Two: Review Questions

### Module Three: Internal Stress Management

- Irritability
- Unhappiness with Your Job
- Feeling Underappreciated

## Training Language:

English-Arabic

## Training Methodology:

- Presentation & Slides
- Audio Visual Aids
- Interactive Discussion
- Participatory Exercise
- Action Learning
- Class Activities
- Case Studies
- Workshops
- Simulation

-Not Well-Rested

-Case Study

-Module Three: Review Questions

Module Four: External Stress Management

-Office Furniture Not Ergonomically Sound

-High Noise Volume in the Office

-Rift with Co-Workers

-Demanding Supervisor

-Case Study

-Module Four: Review Questions

Module Five: Transactional Analysis

-What is Transactional Analysis?

-Parent

-Adult

-Child

-Case Study

-Module Five: Review Questions

Module Six: 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

-Module Six: Review Questions

Module Seven: 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

-Module Seven: Review Questions

Module Eight: 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

-Module Eight: Review Questions

Module Nine: Sensitivity in Dealing with Customers

-Who are Angry

-Who Are Rude

-With Different Cultural Values

-Who Cannot Be Satisfied

-Case Study

-Module Nine: Review Questions

Module Ten: Scenarios of Dealing with a Difficult Customer

-Angry Customer

-Rude Customer

-Culturally Diverse Customer

-Impossible to Please Customer

-Case Study

-Module Ten: Review Questions

Module Eleven: Following up With a 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

-Module Eleven: Review Questions

Module Twelve: Wrapping Up

-Words From The Wise

-Review Of The Parking Lot

-Lessons Learned

-Recommended Reading

-Completion Of Action Plans And Evaluations

### Who Should Attend:

This course is suitable for those who want to improve positive ways on how to react to negative customers and leave the customer satisfied and as a returning customer increasing excellent customer service, productivity, and a decrease in unhappy customers.