



**Duration: 1 Day**  
**Course Code: SSG08**

## Course Description:

Providing customer service today is not always easy, customers often have heightened and seemingly unreasonable expectations of service levels. In general, we have a potentially explosive cocktail. This course helps staff to manage difficult customer situations with greater skill and confidence, recognising that transforming a difficult situation can result in a lifelong ally.

## Who Should Attend Handling Difficult Customers Training?

- For staff who are likely to encounter difficult customer situations, either in person or on the telephone.

## Benefits From Attending The Training:

- Identify what makes a customer 'difficult'
- Handling complaints through the development of questioning and listening techniques
- Skills to communicate calmly and professionally
- Skills of assertiveness and how to apply the technique

## Course Contents:

- Causes of difficulty: what make your customers difficult?
- Different communication channels and their effect: face to face, on the telephone, written.
- Managing your own responses: Keeping in peak condition, emotionally, and professionally.
- Communicating confidently and calmly: under pressure and saying things in the right way.
- Strategies for handling dissatisfaction: turning around a tricky situation or complaint.
- How to say "No": when you can't say "yes"
- Controlling your own anxiety, anger and fear in a conflict situation
- Stopping conflict from escalating

## Related Courses:

- Influencing Skills | Duration: 1 day | Code: SSG19
- Managing and Prioritising Time | Duration: 1 day | Code: SSG20
- Business Writing Skills | Duration: | Code: SSG03

**\*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals**

