

Handling a difficult customer

Customer service is a necessary 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, your employee can effectively deal with the most difficult customers and both parties can end the conversation satisfied.

With The Handling A Challenging Customer workshop, your participants 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 this workshop, your participants will gain a new perspective on how to react to negative customers and leave the customer satisfied and as a returning customer.

Course Outline

- The Right Attitude Starts with You
- Internal Stress Management
- External Stress Management
- 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 complaint

Who Should Attend

Middle to high level staff such as

- Call Center Agents
- Customer Service Employees
- Sales representatives.

Prerequisites

The candidate must have completed or be in the process of completing a high school or secondary school diploma or similar educational standards.

Learning outcomes

Upon the completion of this Course, the learner will 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 Duration

The standard duration of this course is 12 contact hours.

Approvals & Accreditation

- Ministry of Labour, Kingdom of Bahrain
- HABC
- ILM

Training methods

- Interactive facilitator lead learning
- Class activities
- Group discussions and case studies
- Practical sessions
- Question and answer sessions
- E-learning
- Role-plays
- Self-assessment tools

For more information please feel free to contact:

Invita Training Center | P.O. Box 1197 | Manama | Kingdom of Bahrain
Tel: +973 17 506000 | Fax: +973 15 500202 | info@invita.com.bh