



# Dealing with Difficult Customer Behaviour Workshop

## Course Information

### Half Day Workshop (4 Hours)

### SSDCB05 (course code)

#### Target Audience

This course will be of benefit to anyone who is wanting to gain new skills for customer service and understanding in the area of working with upset customers.

#### Overview

Something that's happened to us all – the case of the angry customer!

How you respond can really be the difference between a customer who feels satisfied with the result and one who will tarnish your business and spread unwelcomed negativity. Knowing how to handle the heat is a skill worth learning.

#### Course Inclusions

Work book with activities and action plan

Certificate of attendance upon completion

#### Learning Outcomes

By the end of this course you will have gained knowledge of the following:

- Working with Upset Customers
- Customer Service Mindset
- What is Good Customer Service
- Resolving customer Difficulties and Complaints
- The 6 pillars of Customer Service
- Manage Complaints
- 7 basic steps to customer service
- Understanding Different Customer Types
- Apply the DEFUSE Method
- Forbidden Phrases
- Effective Listening
- Tools for Improving Communication
- Building Rapport and Trust
- Stress Management

## Course Content

**Understanding customer service** - Starting with the basics of what makes customer service great? What and who is a customer and what are the different customer types? Explore the outlook and attitude that is required for great customer service.

**Working with upset customers** - One of the hardest challenges faced by customer service staff is working with upset customers. We look at different methods and approaches to help manage these situations and how to turn a challenge into an opportunity.

**Tools and processes** - Throughout each section of the workshop you are provided tools and knowledge to assist you with working with upset customers and managing your reactions and well-being.