

Dealing with Challenging Customers – Course Outline

Duration: **3 Hours**

Course Description

How can you differentiate yourself from your competitors ?... by giving excellent customer service. However, some customers can be very challenging to deal with from an individual and an organisational perspective.

This interactive briefing workshop will help you identify certain types of challenging customer and give you ideas on how to be more confident and successful when dealing with them.

Who should attend?

Any managers and front line staff who deal with customers.

What will it cover?

- Key elements in providing excellent customer service.
- The pitfalls of telephone and face to face communication with customers.
- Developing confidence when dealing with problems.
- Listening and questioning skills
- Identifying different types of challenging customer
- Successful approaches for different difficult situations and customers
- Offering solutions.