

Dealing with Difficult Customers

For those with substantial customer contact and wanting to better deal with those customers who are particularly difficult. | **1 day**

Participants will have developed the skills to effectively manage difficult customers (and other difficult people) through clear communication, empathy, assertiveness, and a *partnership* problem-solving approach.

Objectives

On completion of the training, participants will be able to:

- manage their own emotions during difficult interactions
- appropriately manage and defuse client conflicts before they escalate
- demonstrate empathy for customers and manage their emotions
- practice assertiveness self-talk, behaviours and techniques
- adopt a partnership problem-solving approach with customers
- practice proven techniques that can help us to deal with difficult people
- get win-win outcomes from negotiations/conflict resolution with clients

Key Content

- What makes customers difficult?
- Self-appraisal: how do *you* deal with difficult customers?
- Don't take it personally!
- Managing your emotions
- Demonstrating empathy
- Managing the customer's emotions
- Assertiveness techniques
- A problem-solving partnership approach
- Communicating clearly
- Aiming for win-win outcomes
- Techniques for dealing with difficult people
- Skills practice
- Action Plan

Comments by Participants

Everyone in the workshop commented positively about their increased ability to better manage difficult customers. They also stated that they felt more empowered in asserting their needs and making suggested improvements to management, in those situations where customers had genuine grievances.