

## Handling a Difficult Customer

Wouldn't the world be a great place if every customer was a pleasure to deal with? We all know that is a fantasy land. So what is the best way to handle a difficult customer? Through our workshop your participants will learn stress management skills, how to build rapport, and recognizing certain body language.

By utilizing our Handling a Difficult Customer workshop your participants will see an increase in customer service, productivity, and a decrease in unhappy customers. Your participants will be provided a strong skill set including in-person and over the phone techniques, addressing complaints, and generating return business.



### Course Outline:

#### Module One: Getting Started

- Housekeeping Items
- Pre-Assignment Review
- Workshop Objectives
- The Parking Lot
- Action Plan

#### Module Two: The Right Attitude Starts with You

- Be Grateful
- Keep Your Body Healthy
- Focus on Positive Thoughts
- Invoke Inner Peace
- Case Study
- Module Two: Review Questions

#### Module Three: Internal Stress Management

- Irritability
- Unhappiness with Your Job
- Feeling Underappreciated
- Not Well-Rested
- Case Study
- Module Three: Review Questions

#### Module Four: External Stress Management

- Office Furniture Not Ergonomically Sound
- High Noise Volume in the Office
- Rift with Co-Workers
- Demanding Supervisor
- Case Study
- Module Four: Review Questions

#### **Module Five: Transactional Analysis**

- What is Transactional Analysis?
- Parent
- Adult
- Child
- Case Study
- Module Five: Review Questions

#### **Module Six: Why are Some Customers Difficult?**

- They Have Truly Had a Bad Experience and Want to Vent
- They Have Truly Had a Bad Experience and Want Someone to be Held Accountable
- They Have Truly Had a Bad Experience and Want Resolution
- They Are Generally Unhappy
- Case Study
- Module Six: Review Questions

#### **Module Seven: Dealing with the Customer Over the Phone**

- Listen to the Customer's Complaint
- Build Rapport
- Do Not Respond with Negative Words or Emotion
- Offer a Verbal Solution to Customer
- Case Study
- Module Seven: Review Questions

#### **Module Eight: Dealing with the Customer In Person**

- Listen to the Customer's Complaint
- Build Rapport
- Responding with Positive Words and Body Language
- Besides Words, What to Look For?
- Case Study
- Module Eight: Review Questions

#### **Module Nine: Sensitivity in Dealing with Customers**

- Who are Angry
- Who Are Rude
- With Different Cultural Values
- Who Cannot Be Satisfied
- Case Study
- Module Nine: Review Questions

**Module Ten: Scenarios of Dealing with a Difficult Customer**

- Angry Customer
- Rude Customer
- Culturally Diverse Customer
- Impossible to Please Customer
- Case Study
- Module Ten: Review Questions

**Module Eleven: Following up With a Customer Once You Have Addressed Their Complaint**

- Call the Customer
- Send the Customer an Email
- Mail the Customer a Small Token
- Handwritten or Typed Letter
- Case Study
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words From The Wise
- Review Of The Parking Lot
- Lessons Learned
- Recommended Reading
- Completion Of Action Plans And Evaluations