

Handling a Challenging Customer

Customer service is a necessary position in the job world today. It helps companies and organizations give customers what they want and what they need. Although some 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 and organization's reputation for the better. Through this workshop, your participants will gain a new perspective and new skills on how to positively impact customers.

Workshop Objectives:

- 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



For more information on this workshop please contact:

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