

## DEALING WITH DIFFICULT CUSTOMERS

**Are you ever involved in situations where you have to deal with difficult, angry or aggressive customers?  
Do you wish that you could handle these situations in a way that is less stressful for all concerned?**

### Benefits:

This program will provide opportunities for participants to practice techniques to respond professionally and diplomatically to difficult customer encounters. It particularly focuses on dealing with customers who are difficult to communicate with and offers practical strategies for defusing difficult situations.



### Topics to be explored:

- ▶ About your customers
- ▶ What customers want
- ▶ Exploring difficult personality types – What makes people difficult?
- ▶ Why customers become difficult, angry or volatile
- ▶ Aligning your response to organisational policies and procedures
- ▶ Dealing with difficult customers on the phone and in person
- ▶ Recognising the initial signs of aggression and potentially dangerous situations
- ▶ On the spot risk assessment
- ▶ Identifying threat levels through verbal and non-verbal cues
- ▶ Responding appropriately to threat levels
- ▶ Approaches to defuse possible conflict
- ▶ Becoming an ally not an adversary in difficult situations.
- ▶ Key communication techniques to diffuse uncomfortable situations
  - First impressions
  - Nonverbal communication
  - using collaborative language to defuse conflict and improve outcomes
- ▶ Your personal health and wellbeing
- ▶ Debrief

### Target audience:

All levels of staff working in customer service roles

This training is provided exclusively as 'in house training' and is tailored to incorporate relevant organisational policy, procedures.



### What's included?

- *Participant workbooks*
- *Interactive workshop*
- *Personalised certificate of completion*

To book this course or learn more about how Learning Insight can assist your organisation contact:

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