



Handling a Difficult Customer Workshop

Customer service is a necessary position in the job world today. It helps companies give customers what they want and what they need. Although many 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 Difficult Customer workshop, your participants will learn how engaging customers properly can benefit both the employee and customer. Effective customer service can change a company's reputation for the better. Through this workshop, your participants will gain a new perspective on how to react to negative customers and leave the customer satisfied and as a returning customer.

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 or to reserve your spot in this workshop, please contact:

Joseph (J.J.) Frazier
President
Mastering the Positive, LLC
Phone: (757) 962-7073
Mobile: (757) 952-8340
Visit: www.masteringthepositive.com
Email: jfraziers@cox.net



CLASS CONTENT

Module One: Getting Started

Workshop Objectives

Module Two: The Right Attitude Starts with You

Be Grateful

Make Gratitude a Habit

Keep Your Body Healthy

Invoke Inner Peace

Case Study

Module Three: Stress Management (Internal Stressors)

Irritability

Unhappiness With Your Job

Feeling Underappreciated

Not Well Rested

Case Study

Module Three: Review Questions

Module Four: Stress Management (External Stressors)

Manage Your Work Space

Loud Work Environment

Co-Worker Relations

Demanding Supervisor

Case Study

Module Four: Review Questions

Module Five: Transactional Analysis

What is Transactional Analysis

Parent

Child

Adult

Case Study

Module Five: Review Questions

Module Six: Why are Some Customers Difficult

They Have Truly Had a Bad Experience and Want to Vent

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 Your Customer

Case Study

Module Seven: Review Questions

Module Eight: Dealing with the Customer In Person

Listen to the Customer's Concerns

Build Rapport

Respond with Positive Words and Body Language

Aside from Words

Case Study

Module Eight: Review Questions

Module Nine: Sensitivity in Dealing with Customers

Customers who are Angry

Customers who are Rude

Customers with Different Cultural Values

Customers who Cannot be Satisfied

Case Study

Module Nine: Review Questions

Module Ten: Scenarios of Dealing with a Difficult Customer

Angry Customer
Rude Customer
A Customer from Another Culture
An Impossible to Please Customer
Case Study
Module Ten: Review Questions

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

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

Module Twelve: Wrapping Up

Words from the Wise
Review of Parking Lot
Lessons Learned
Completion of Action Plans and Evaluations