

Awkward or Angry Customers

Duration: 1 Day

About the course

This course looks at how to deal with situations encountered when emotions have begun to take control of a business situation. It will help staff to deal with situations that can be stressful and disruptive.

Who should attend?

The one day interactive workshop is suitable for delegates who deal with people either over the telephone or face-to-face in everyday situations.

Workshop content

- what is a complaint and why do people complain?
- communication techniques
- positive versus negative — how our attitude effects our response
- how to deal with awkward customers
- handling objections — taking ownership
- role play to explore challenging situations
- action plan to ensure maximum benefit from the training