ICML
INSTITUTE FOR COMMUNICATION MANAGEMENT AND LEADERSHIP



SALES AND CUSTOMER SERVICE

Dealing with Challenging Customers

Handle challenging customers calmly, professionally and with confidence.

WHO IT'S FOR

Frontline staff and team leaders who deal with challenging customers.

DURATION

3 hours, or tailored to your needs

FORMAT

On-site: we come to you, virtual or hybrid.

PARTICIPANTS WILL DEVELOP THE SKILLS TO

- Respond to complaints and resistance with empathy
- Stay calm and professional when customers are not
- Set limits and decline requests without raising tension
- Manage your own emotional reactions as well as the customer's
- Use language that defuses tension and builds trust
- Keep the conversation focused on a solution

ABOUT THIS PROGRAM

Dealing with difficult customers training gives frontline staff a calm, practical way through the conversations they dread. Complaints, pushback and unreasonable demands test patience and can leave staff drained and customers angrier. Participants learn to respond with empathy, set limits and say no without raising the temperature, manage their own reactions as well as the customer's, and use language that calms the situation and keeps the conversation focused on a solution.

Tailored to your organisation

We build in your procedures, values and the terminology your people use, along with the kinds of customers and situations they face, so the learning fits how your organisation works.

> "Suzanne's delivery of what can be confronting topics was exceptional, made everyone feel comfortable and safe and we walked away with tools to improve our communication.
>
> Hinternoosa – Sirah

Talk to us about this program

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Enquire online