

Dealing with Difficult Customers

Difficult customers can prove to be very expensive in terms of lost revenue and time wasted. This course will look at the day to day pressures of people being aggressive, rude, impatient or uncooperative.

Participants will develop practical techniques and gain an understanding of behaviour, as well as an understanding of how to adapt their own style when dealing with situations with a view to influencing the outcome. Organisations can gain significant efficiencies by limiting the resources they have to use on difficult customers, enabling them utilise these in more profitable areas.

course details

Course Duration

One Day

Course Cost

£95 per delegate

Course Location

St. Mellons, Cardiff

Participant Profile

This course is aimed at:

- Anyone who needs to master the principles and practices of effective and assertive communication

Key Topics

Participants will cover:

- Recognising difficult behaviour
- Recognising difficult situations
- Communication
- Behavioural types
- Dealing with difficult behaviour
- Dealing with difficult situations

Course Benefits

On completion of this open course, participants will understand:

- How to identify the difference between a difficult situation and a difficult person
- How a change in behaviour can influence the customer
- The impact of their own behaviour and how to recognise this
- The skills required to maintain a professional image

client testimonial



It was a great course where I learnt a lot of new skills. I particularly enjoyed learning about different types of people and body language.

Tricia Robins, **Tradebe**

You may also be interested in...

Essentials of Customer Service

Focuses on the skills required to deliver exceptional customer service, allowing participants to identify a range of techniques that will develop their skills.

Effective Telephone Techniques

Designed to look at the skills required to deliver exceptional customer service over the telephone, improving the telephone techniques of the organisation's client facing individuals.