

# Handling complaints and Difficult Customers

## About the Workshop

Wouldn't the world be a great place if every customer was a pleasure to deal with? We all know that is a fantasy land. So what is the best way to handle a difficult customer? Through our workshop your participants will learn stress management skills, how to build rapport, and recognizing certain body language.

By utilizing our workshop your participants will see an increase in customer service, productivity, and a decrease in unhappy customers. Your participants will be provided a strong skill set including in-person and over the phone techniques, addressing complaints, and generating return business

## Learning Objectives

Upon completion of workshop participants will be able to:

- Use the Right Attitude
- Deal with different Types of Customers
- Handle different situations
- Solve Customer Complaints and Regain Trust

## Target Audience

This course will appeal to a wide range of audiences and is intended for anyone dealing with customers.

## Topics Covered

- 1. Getting Started**
  - a. Housekeeping Items
  - b. Pre-Assignment Review
  - c. Workshop Objectives
  - d. The Parking Lot
  - e. Action Plan
- 2. The Right Attitude Starts with You**
  - a. Be Grateful
  - b. Keep Your Body Healthy
  - c. Focus on Positive Thoughts
  - d. Invoke Inner Peace
  - e. Case Study
  - f. Module Two: Review Questions
- 3. Internal Stress Management**
  - a. Irritability
  - b. Unhappiness with Your Job
  - c. Feeling Underappreciated
  - d. Not Well-Rested
  - e. Case Study
  - f. Module Three: Review Questions
- 4. External Stress Management**
  - a. Office Furniture Not Ergonomically Sound
  - b. High Noise Volume in the Office
  - c. Rift with Co-Workers
  - d. Demanding Supervisor
  - e. Case Study
  - f. Module Four: Review Questions
- 5. Transactional Analysis**
  - a. What is Transactional Analysis?
  - b. Parent
  - c. Adult
  - d. Child
  - e. Case Study
  - f. Module Five: Review Questions
- 6. Why are Some Customers Difficult?**
  - a. They Have Truly Had a Bad Experience and Want to Vent
  - b. They Have Truly Had a Bad Experience and Want Someone to be Held Accountable
  - c. They Have Truly Had a Bad Experience and Want Resolution
  - d. They Are Generally Unhappy
  - e. Case Study

- f. Module Six: Review Questions
- 7. Dealing with the Customer Over the Phone**
  - a. Listen to the Customer's Complaint
  - b. Build Rapport
  - c. Do Not Respond with Negative Words or Emotion
  - d. Offer a Verbal Solution to Customer
  - e. Case Study
  - f. Module Seven: Review Questions
- 8. Dealing with the Customer In Person**
  - a. Listen to the Customer's Complaint
  - b. Build Rapport
  - c. Responding with Positive Words and Body Language
  - d. Besides Words, What to Look For?
  - e. Case Study
  - f. Module Eight: Review Questions
- 9. Sensitivity in Dealing with Customers**
  - a. Who are Angry
  - b. Who Are Rude
  - c. With Different Cultural Values
  - d. Who Cannot Be Satisfied
  - e. Case Study
  - f. Module Nine: Review Questions
- 10. Scenarios of Dealing with a Difficult Customer**
  - a. Angry Customer
  - b. Rude Customer
  - c. Culturally Diverse Customer
  - d. Impossible to Please Customer
  - e. Case Study
  - f. Module Ten: Review Questions
- 11. Following up With a Customer Once You Have Addressed Their Complaint**
  - a. Call the Customer
  - b. Send the Customer an Email
  - c. Mail the Customer a Small Token
  - d. Handwritten or Typed Letter
  - e. Case Study
  - f. Module Eleven: Review Questions
- 12. Wrapping Up**
  - a. Words From The Wise
  - b. Review Of The Parking Lot
  - c. Lessons Learned
  - d. Recommended Reading
  - e. Completion Of Action Plans And Evaluations

## Methodology

- Learning Concepts/Presentations
- Group Activities and Discussions
- Tips and Tools
- Individual and Team Exercises
- Role Plays/Case Studies
- Educational Videos
- Action Plan to ensure Application of the Learning

**Duration:** 12 hours