
Handling Challenging Customers

This program enables participants to accurately assess and manage the customer's call, communicate effectively with customers, control the length of the call, as well as reduce job stress. Along with this participants will be able to provide quality service while maintaining a positive company image.

Program Content:

Handling Challenging Customers

- The Call
- You are the Scapegoat
- You are the Stranger
- Your Calls
- You have a Valuable Role
- What Does the Customer Want?

Ten Steps to Dealing with Difficult Customers

- The Ten Step Program
- Canadian Health Association Stress Test

Dealing with Work Stress

- Coping Strategies for Managing Stress
- How to Gain Happiness

Case Studies

- Six Customer Call Examples
- Response Guidelines