



## How To Handle Difficult Customers

Handling customers can be quite challenging and sensitive, in the realm of business activities. The reason behind this lies in the fact that not all difficult customers alike. It is crucial to identify their issues and then find the efficient and expedient solutions. We often find ourselves in situations where it seems impossible to assist someone who poses difficulties. In this session titled "Managing Challenging Clients " we aim to equip you with skills and techniques to effectively handle clients.

## **Course Overview;**

To kickstart the course participants will have an opportunity to acquaint themselves with one another and discuss what will transpire throughout the day. They will also be able to outline their learning objectives.

### **By the end of this one-day workshop participants will be able to;**

- Identifying ways to establish a connection, between excellent customer service and your business practices and policies.
- Developing essential skills and strategies for dealing with difficult customers.
- Understanding what employees truly seek for engagement.
- Recognizing customer needs.

### **What exactly does customer service?**

In this session participants will explore the concept of customer service understand who your customers are and learn how to fulfill their needs and expectations.

### **Pre-Assignment Review;**

In this session participants will go over the responses to the pre assignment which included questions, about assumptions related to customer service.

### **Communication Skills;**

During this session participants will be introduced to communication skills such as empathy, body language, effective questioning techniques and active listening.

### **Dealing with Challenging Individuals;**

This session aims are to help participants comprehend customer behavior. It will provide coping strategies. Encourage discussion on the challenging types of customers they encounter.

### **Wrapping Up the Workshop;**

Towards the end of the course participants will have an opportunity to ask any remaining questions they may have and create an action plan, for applying what they have learned.

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