

HANDLING DIFFICULT CUSTOMERS



Having a difficult customer does not mean you can't close the deal or that things will end on ugly terms. This course aims to equip participants with the skills necessary to handle difficult customers at all stages of the interaction.

Participants will learn how to act preemptively by spotting the tell-tale signs and de-escalating potentially unpleasant experiences. They will also learn how to cope mentally in these challenging instances. This programme is crucial for all who deal with customers.

This programme will equip participants with the behavioural skills and tools to become more competent, confident and level-headed in stressful situations. Participants will practise how to communicate with difficult customers in a positive and solution-oriented manner. They will learn how to come to a reasonable settlement. As your employees are your ambassadors, learning to deal with customers with grace and dignity will never be a bad investment. More so when things can go viral in an instant.

LEARNING OUTCOMES

- Understand why customers become difficult and ultimately complain.
- Learn how to communicate positively and calmly in stressful situations.
- Learn the skills to take necessary steps for an effective "service recovery".
- Practise the skills learnt and receive guided feedback



PROGRAMME HIGHLIGHTS

- Complaint as a Gift
- Types of Complaints
- H.E.A.R. It Right
- A.S.K. It Right
- My Message
- When the Going Gets Tough
- The Art of Saying "No"



METHODOLOGY

- Group Discussions & Reflection
- Interactive Learning
- Hands-on Application



TARGET AUDIENCE

- Customer Service Representatives
- Client- Relations Team
- Front Desk Representatives
- Business Owners



DURATION

2 Days

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