

11 Dealing with the Irate Customer

Positive Phrasing

Positive Phrasing is a skill that will benefit you both professionally and personally. An excellent tool for dealing with difficulty, positive phrasing can be used with clients, supervisors, co-workers and/or subordinates to diffuse anger and open the door to solution-based communications. Learn how to say “no” without ever saying “no”.

Approaches to Managing Interactions

There are specific techniques for managing interactions in accordance with how a customer is communicating their anger or frustration. Learn targeted ways to deal with anger and how to confront positively while maintaining respect and open communication. Learn how to position solutions when customers are resistant.

How to Deal with a Difficult Situation

Regardless of whether you are dealing with co-workers, clients or management, difficult situations arise. **Dealing with the Irate Customer** will teach skills you can apply in a variety of difficult workplace situations – or any time tempers flare.

Understanding Anger

Dealing with customers who are angry or upset is an unavoidable part of customer relations. Building relationships and retaining customer relations. Building relationships and retaining customers by skillful handling of difficult customers is a measure of customer relations excellence. This interactive one-day workshop teaches communication techniques that will help you work more confidently and comfortably under pressure. Difficulties are more easily solved when employees and customers work together to solve problems, rather than fighting one another.

Stress Management

Stress comes as a result of not being able to control what is happening around you. Stress can often lead to anger, which is about trying to maintain, gain, or re-gain the control you think you need – sometimes at any cost. Often, stressors cannot be controlled but, with simple techniques, your reaction to them can be.

Leadership in the Workplace

Gain skills and confidence in dealing with anger and conflict. Grow your leadership abilities by learning how to recognize potential difficulties before they occur. Become a leader in solving customer issues and complaints. Be the expert in handling difficult or angry customers.

Move Ahead in Changing Workplace

The office workplace is continually changing. Learn new ways of adapting to conflict caused by change. Learn how other professionals adapt to the consequences of change. Maximize your value to your employer by enhancing your conflict and anger resolutions.