

# DEALING WITH DIFFICULT PEOPLE

Even those with outstanding customer service skills will encounter challenging situations that require special handling. This session addresses the skills that are of greatest importance during difficult interactions: adopting a customer orientation, using active listening skills, and following a consistent problem-solving formula. The skills practiced in this workshop help learners create positive outcomes from potentially negative situations. At the end of the workshop, learners will commit to action items for continued development.

## How You Will Benefit:

After this half day workshop participants will be able to

- Analyze difficult customer interactions using the customer's perspective
- Use problem-solving skills to create positive customer experiences.

## What You Will Cover:

- Customer Orientation
- The Difficult Customer
- Techniques for handling difficult customer situations
- The Angry Customer
- Problem Solving
- Applying the LAST Formula on Difficult Customer Situations
- Problem-Solving Practice Situations

At client's location

At our location

## What's included?

- Instruction by an expert facilitator
- Small interactive classes
- Specialized manual and course materials
- Personalized certificate of completion

Duration: Half Day  
Time: 8:30am-12:30pm

## Pre-Registration Form:

### Dealing with Difficult People

Yes Enroll me now

Participant Name (Please Print)

\_\_\_\_\_

Cell Phone: \_\_\_\_\_

Position \_\_\_\_\_

Immediate Supervisor

\_\_\_\_\_

Organization

\_\_\_\_\_

Organization Address

\_\_\_\_\_

ZIP \_\_\_\_\_ Telephone # \_\_\_\_\_

Fax \_\_\_\_\_ E-Mail \_\_\_\_\_

**EXCELLENT IMAGE, INC.**

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