

# Handling Challenging Client Interactions

2 Days

Do your customers sometimes make unreasonable demands or behave in challenging ways? Then you need this course! Discover how to manage tough situations by using clever communication tools. Learn to respond effectively, even when clients become angry or abusive. Explore ways of managing unreasonable requests. Discover how to manage different types of customers and respond to their needs. A great course for the entire team!

## What you'll learn to do in this course

You'll come out of this session with powerful tools for handling challenging clients. We'll bring theory to life and tell you how to succeed. A range of practical tips will be presented to you. You'll talk through examples and enjoy practical exercises. At the end of the course, you should be able to:

- Deliver the essentials of great service
- Communicate effectively with customers
- Stop power games FAST
- Stay calm when dealing with customers' anger
- Handle real life service situations with flair

## Topics you'll cover

- Why customer service matters to you
- What great service providers do
- Four power games customers play
- Clever communication in tough situations
- Responding with personal power
- Keeping your cool in heated situations

“think  
learn?  
succeed”

“Smart training for clever people”

## What others have said about the course...

“This is really a very good course. I obtained practical knowledge and skills in dealing with customers. The presenter possessed a good knowledge and experience of customer service.”

“Course was well presented. Had the opportunity of doing group exercises and mixing with other staff – got insights into their work.”

“It was very helpful. Both theory and practise, evidence based delivery.”



**Book your training NOW**

Call Eleanor Shakiba on 0433 126 841

Download course information at  
[www.thinklearnsucceed.com.au](http://www.thinklearnsucceed.com.au)