



Corinium
Training

Handling Challenging Customers

Duration: 1 day

Whose is this for?

Aimed at anyone who deals with internal or external customers who they find challenging

Content:

- Defining what kinds of behaviour you find challenging in customers and/or what challenges from customers are most difficult to deal with
- Finding the human and finding the issue from the 'noise' that distracts and potentially triggers you
- Looking at a range of responses to the situation depending on the behaviour – from closing down inappropriate behaviour quickly to exploring information around sensitive topics.
- Defining what challenging customers need from you and how to communicate what you can do as simply and quickly as possible

Delivery:

We can deliver this course either on a 1:1 or Group basis with a choice of virtual or face to face delivery (we can even tailor the content to suit your culture, values, branding etc)