XCELERATE TRAINING INSTITUTE

your learning & development partner

CUSTOMER SERVICE

Dealing with Difficult Customers

DURATION	LANGUAGE	FORMAT
5 days	English	Classroom / Online

Upcoming dates

Dates	Venue	Format	Fee
4 – 8 Jan 2027	Live online	Online (live)	€1,200
8 – 12 Feb 2027	London	Classroom	€5,500
12 – 16 Jul 2027	Live online	Online (live)	€1,200

Register or ask a question

Online: staging.x8ti.com/course/dealing-with-difficult-customers/

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Dealing with Difficult Customers

Introduction

“Is this how you speak to a customer? Is this how your brand manages customer expectations?”, screamed an angry customer in the crowded supermarket aisle. Surely, we have heard customers make this statement, more than once. We too, may have made this statement ourselves as customers on the receiving end of bad customer service. The entire game centers around expectations. Meeting the client expectations, and yes meeting each and every stakeholder’s expectation, here the expectations could vary and hence would involve highly demanding customers, which is why we are focusing on specially dealing with difficult customers

When we are dealing with customers, it is extremely important to have high level of customer service skills. It becomes so crucial when we deal with demanding and challenging customers. Just like organizations, customers expect everything at a low cost. Yet, they seek high quality and an exceptional level of service. Customer Retention becomes easier when they have been dealt with respect and this helps the customer have trust, credibility and respect for the brand / organization.

This advanced Xcelerate training Institute course will empower you with new abilities in customer service. You will have the opportunity to understand yourself as well as the behaviors of others in a situation of conflict. Come and enroll with us to unveil the easy ways to overcome seemingly frustrating situations in the customer service space!

Learning Objectives

This dealing with difficult customers training course equips you to work through a strategy of enhancing customer service skills, understanding the customer’s requirements, customizing to their needs and creating customer retention. This program supports in being able to deal with the customers questions, and converting the difficult interactions into successful ones. Since handling difficult customers can be so tricky, this course will support you in offering the right structure in dealing with them.

- Identify their approach towards difficult customers
- Use a customer centric approach
- Know the different types of customers
- Convert the difficult and challenging customers into successful ones
- Empathize with the customer and understand his requirements
- Learn to be a proactive listener and gauge the understanding by using listening skills
- Build credibility in their body language and language skills
- Interact with customers elegantly, even in a situation of conflict
- Gauge, meet and exceed customer expectations

Training Methodology

- Presentations
- Role plays
- Group Discussions

- Lectures & Seminar Method
- Assignments
- Activities
- Polls
- Surveys
- Whiteboard interaction
- Case Studies & Functional Exercises
- On the spot Coaching

The program is a detailed and interactive session, following a two-way communication. Xcelerate Training Institute works with each participant to make sure that they receive a practical experience in customer interaction. At ZTS, we use the 'Do-Review-Learn-Apply' model.

Benefits for Your Organisation

If you are an organization who believes that you want to keep the brand value high and do not want the difficult customers to go unhappy, this program is for you and you employees. This dealing with difficult customers training course works with the individuals to learn the rapport formation, understand the reason of the challenges being faced and the pain areas in order to be able to deal with their upsets and create successful interaction

As an organization who wants to enhance their customer satisfaction index scores and also better the experience of their interactions with the customers, should look at nominating their employees for this program

Organizations who nominate their employees to participate in this Dealing with Difficult Customers Training can benefit in the following ways:

- Gain higher customer satisfaction (C-SAT) ratings for the organization
- Have the employees create trust credibility and respect with the customer
- Have the employees build rapport with the customers and enhance their interpersonal skills
- Use Customer Centric responses when interacting with the customer
- Be able to deal with the difficult customers in a successful manner
- Organization will be known for going the extra mile to support the customer

Benefits for You

Every delegate attending this course can benefit phenomenally. The customer complaints are increasing and so are the organizational demands which leads to increase in stress. The individual will be able to develop the skills to deal with difficult customers by attending this program.

Individuals who participate in this Dealing with difficult customers training course can gain from it in the following ways:

- Understand the different kinds of customers
- Know your customer and find out their needs

- Deal with difficult customers and turn them into successful interactions
- Achieve an overall reduction in the complaints
- Get a detailed insight into all aspects of communication skills
- Excel in the customer interactions

Who Should Attend

This Dealing with Difficult Customers Training Course is for anyone who deals directly with customers and customers escalations. Whether you are from the sales or the service field, this course will be appropriate for you. Irrespective of the industry you work in. This program is also suitable for managers who train their teams to interact with customers and assist them in dealing with difficult customers.

Course Outline

Understand different customers

- Know the different kind of customers
- Understand their requirement
- Know the customer service principles
- Set the foundation with the pillars of customer service
- Set a professional approach towards defining their experience

Create Trust Credibility & Respect

- Set the importance of building trust with the customers
- Increasing stake-holder credibility
- Knowing which one is key – trust credibility or respect

Build the Right Attitude

- Find out about knowledge skill and attitude
- Build the right attitude and develop success
- Show the approach of gratitude
- Focus on the positives
- Invoke the conversation with a peaceful approach
- See the perspective of giving with joy

Stress Management

- Understand the reasons of happiness / unhappiness in our job
- Find out how to create thankfulness within ourselves
- Build happiness within yourself in order to make the customer happy
- Use the principles of compartmentalizing and stress management to deal with the customers
- Focus on mindfulness

Know your Personality Style

- The 4 different personality traits
- Understand your own personality style
- Identify and adapt to personality styles around you

- Flex your behavior according to the situation

Build Rapport and connect with the customer

- Use conversational language to your advantage
- Build a connect with the customer
- Create a good line of enquiry
- Understanding customer expectations
- Create a successful interaction with the customer

Listening Skills

- Customer conflicts & Listening
- Know the different levels of listening
- Key elements of listening
- Hearing & Listening | Do’s and Don’ts
- Managing conflicts by listening with empathy

Communication Skills

- Work towards building a two-way communication
- Understand the basics of a good conversation
- Recognize the filters to communication
- Overcoming barriers to communications

Body Language – Non-Verbal Communication

- Recognize the importance of non-verbal communication
- Work towards creating a positive impression
- Ways to create a positive environment

Dealing with Difficult Customers

- Cycle of dealing with difficult customers
- Resolve customer complaints through listening
- Go beyond the obvious to support the customer
- Bring in sensitivity in dealing with difficult customers
- Defuse the anger and create successful relationship

Handling Customer Complaints

- Understanding the different kind of complaints
- Solving complaints creatively
- A Structured Approach
- The thirty second rule
- Reduce the number of complaints
- Create customer champions

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Registration Form

Dealing with Difficult Customers

Preferred dates: ..... Venue or online: .....

Duration: 5 days Language: .....

Please complete and email this form to us, or register online. We confirm your place and send the invoice within one working day.

Delegate information

Full name (Mr / Ms / Dr / Eng): .....

Position: ..... Telephone / mobile: .....

Official email: ..... Personal email: .....

Company information

Company name: .....

Address: .....

City / country: ..... VAT / tax number: .....

Person responsible for training & development

Full name (Mr / Ms / Dr / Eng): .....

Position: ..... Telephone / mobile: .....

Email: .....

Payment

☐ Please invoice me ☐ Please invoice my company

Signature: ..... Date: .....

Call
+491631686678

Email this form
info@x8ti.com

Register online
Open the course page