



Dealing With Challenging Customer Situations

From A.C.E. Learning and Performance Solutions

In our daily lives, we cannot escape working *for* people and *with* people. We are expected to manage customer situations in a way that supports our company's business goals and standards and also reflects positively on our team, department, and organization.

Challenging people behaviors come in every variety and no workplace is without them. At the same time, dealing with challenging customer situations is one of the most important things we do.

In this program you will learn specific skills and strategies for productively managing difficult and challenging customer situations, resulting in reduced stress for you and your customer.

Program Goal

To learn ways to professionally manage customer interactions and consistently leave a positive impression of your organization.

Learning Outcomes

As a result of attending this workshop participants will be able to:

- Take command of their emotions and attitudes
- Understand customer behavior patterns
- Gain cooperation from challenging customers
- Productively manage customer interactions
- Eliminate frustration and stress

Program Specifics

Audience: All Service Professionals

Duration: 8 hours

Class size: Maximum 15

Learning Methodology:

- Current best practices in Adult Learning Methodology
- Practical, engaging, experiential, and interactive