

DEALING WITH DIFFICULT CUSTOMERS



This one-day workshop will show participants how to get along and work productively with customers and learn how to demonstrate the necessary qualities that bring about high levels of customer satisfaction. Participants will learn how to recognize behavior styles that cause difficulty and be able to apply learned skills to improve relationships, communications, and performance.

This workshop will be interactive and fun. Participants will understand the change process and how to become proactive, rather than reactive, in change situations

OBJECTIVE:

At the conclusion of this training program, the participants will be able to:

- Understand what customers want and how expectations are determined
- Understand your own personal behavioral style
- Understand what causes people to be difficult
- Learn how to adapt to customer styles and approaches
- Managing customer expectations through effective communication
- Develop an action plan for interacting with people

WORKSHOP AGENDA TOPIC:

- Creating that Positive Lasting Experience (PLE)
- Understanding what customers want and managing your “Customer Report Card”
- What is your own behavioral style?
- Being aware of how your style both works and does not work for you
- Learn how your personal behavior style changes under stress
- What causes customers to be difficult
- Finding strategies to cope with people whose styles differ from yours
- Realizing what a power struggle is
- Moving from customer power struggle to partnership
- Learn how to develop an action plan for interacting with customers whose behavioral styles differ from yours



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PRE-WORK REQUIREMENT:

Each participant is required to complete a behavioral/style assessment prior to the session

PARTICIPANTS RECEIVE:

Each participant will complete an action plan. They will commit to implementing 3 strategies or techniques discussed in the workshop that will allow them more effectively deal with challenging customers and customer interactions.

LENGTH OF SESSION:

One Day Workshop

CLASS SIZE:

Class size is up to 16 participants.