

About

The Handling Difficult Customers course equips participants with essential skills to manage challenging interactions effectively. Through practical strategies and interactive exercises, participants learn to empathize with customer concerns, de-escalate tense situations, and find constructive solutions. Ideal for customer service professionals seeking to enhance customer satisfaction by mastering effective communication and conflict resolution techniques.

Objective

The Handling Difficult Customers course aims to equip participants with essential skills to manage challenging customer interactions. Participants will learn to empathize with customers, de-escalate tense situations, and resolve conflicts effectively. By enhancing communication and problem-solving abilities, this course helps improve customer satisfaction and loyalty.

Content

- Introduction to Handling Difficult Customers
- Understanding Customer Behavior
- Effective Communication Skills
- De-escalation Techniques
- Empathy and Active Listening
- Conflict Resolution Strategies
- Managing Customer Expectations
- Case Studies and Role-Playing Exercises
- Stress Management for Customer Service Professionals
- Building Long-Term Customer Relationships

Prerequisite

- Working knowledge of English language (Read, Write, Speak)

Exam & Certification

- KHDA certificate is awarded upon successful completion of the course.