

## Managing the Demanding Customer

### INTRODUCTION

Providing Customer Service is not always easy, Customers often have expectations, which are sometimes unreasonable or unrealistic. This course is designed to enable staff to deal with demanding situations in a more confident manner.

### COURSE OBJECTIVES

*By the end of the course, delegates will have:*

- **Identified** areas which cause customers to be demanding or difficult
- **Identified** ways of minimising these areas
- **Reviewed** and practised methods of responding to demanding customers
- **Reviewed** ways to stop ourselves taking the situation personally
- **Practised** communicating in a confident and calm manner when under pressure
- **Developed** strategies for handling different types of 'demanding' customers
- **Identified** unacceptable behaviour and how to handle the situation
- **An appreciation** of the benefits to themselves and their Company of turning a difficult situation around.

### COURSE CONTENTS

What causes people to be difficult?

Introduction to Non Violent Communication

Using the Five Stage Model of Handling Conflict to identify preferred behaviour style in conflict and adapting this to suit the situation

Separating Behaviour from personality using Transactional Analysis Models

Controlling emotion when challenged

Applying techniques of negotiation to situations of dispute and challenge using the non-violent communication model

Personal Development Action Plans

**COURSE DURATION:** 1 Day Course

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