

**Duration** 1 day

## Course Description

Have you already developed Customer Care skills but would like to know more about handling difficult customers? If so, this course is for you. It is designed to help you deal with aggressive people and difficult situations with confidence.

## The Aim

To give an overview of those skills required to deal with difficult customers.

## Objectives

By the end of the course, delegates will be able to:

- Identify passive, aggressive and assertive behaviour
- Analyse their behaviour and deal with any negative feelings
- Describe a number of techniques that can be used with difficult customers

## Subject Areas

- Recognising passive, aggressive and assertive behaviour
- Communication and listening skills
- Body language
- Prejudice and stereotyping
- Talkdown techniques
- Workplace security