



Business Webinar

THE CX EDGE WEBINAR SERIES

The series that will help you increase your customer retention and satisfaction ★★★★★



STARTING ON
TUESDAY, 16 JUNE
2026



6:00 PM - 7:00 PM EST

Session #2

**Using Emotional
Intelligence to Handle
Difficult Customers
Without Losing Yourself**
Feelings First

**Investment
USD \$30.00 pp
1 hour Live on Zoom**



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ElevateCX

Elevating Experiences. Empowering Businesses.



THE CX EDGE WEBINAR SERIES

WHAT YOU WILL LEARN

Understanding Emotional Triggers

Identify what triggers emotional reactions in both customers and yourself, and why recognizing them early changes everything.

Self-Regulation Under Pressure

Learn practical techniques to stay grounded and professional even when a customer is at their most difficult

Empathy as a Business Tool

Explore how genuine empathy, not scripted sympathy, de-escalates tension and rebuilds rapport quickly.

De-escalation Without Doormat Behaviour

Discover how to calm a situation firmly and respectfully without surrendering your authority or dignity.

WHO SHOULD ATTEND

Frontline staff who regularly deal with upset or demanding customers

Call centre agents and customer support teams

Team leaders managing emotionally charged customer interactions

Sales and account management professionals

Anyone experiencing emotional fatigue from customer-facing work

**REGISTER
NOW!**

Investment : USD \$30.00 per person



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