

# Leadership Training Associates

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## Dealing with Upset Customers and the Public

### OBJECTIVE:

This program will help participants more effectively identify customer needs, better handle upset and demanding customers, and present an image which commands courtesy, trust and confidence.

### OUTLINE:

#### Determining Customer Needs and Concerns

Asking the right questions, listening effectively, using positive nonverbal communication, identifying problems rather than symptoms, understanding the customer's point of view, helping customers find satisfaction.

#### Handling Angry and Demanding Customers

Diffusing potentially explosive situations, disagreeing without becoming argumentative, saying NO when you must, keeping your cool when the customer is being abusive, turning an angry customer into a responsive customer.

#### Presenting A Positive Image

Giving personalized service, conveying respect, using courtesy and tact, establishing comfort, rapport and trust, maintaining a positive attitude.