

# HOW TO HANDLE DIFFICULT CUSTOMERS



It is common for customer service staff to have to deal with annoying, rude, unreasonable and angry customers. It can leave you wondering what you have done wrong and what could have you done differently.

Kate Shonk from Harvard Law said, “When it comes to learning to deal with difficult people, we are taught that the customer is always right.” But this is not always the case. When dealing with difficult customers, employees need more than just platitudes and apologies. They need effective communication skills and negotiation tools.

Customer service staff need to have a high level of emotional intelligence, self-awareness and conflict resolution tools when dealing with these difficult customers. Things go wrong, and customers react in ways that can be threatening and insulting.

This workshop will give you the skills and tools to deal with these difficult situations effectively. You will learn to stay in control, keep yourself safe and deal with the situation and an effective and positive way.



## COURSE CONTENTS:

At the end of this workshop, you will learn:

- How to stay in clam and in control
- Your triggers and learn strategies to deal with your triggers
- To understand why some customers react, and understand their psychological needs
- The common traps that will escalate tensions with difficult customers and how to avoid them
- To manage customer expectations and set boundaries
- How to improve your listening and to frame questions
- How to defuse difficult customers
- To understand the role of good and destructive nonverbal communication
- To ensure that safety comes first

## DURATION: HALF-DAY ONLINE WORKSHOP

***\*\*This workshop can be delivered as an in-house corporate workshop. It will be customised to meet your organisational training needs and the key learning outcomes are set to match your requirements.***



## VIOLET DHU

INTERPERSONAL  
COMMUNICATION SKILLS,  
LEADERSHIP TRAINER & COACH

### ABOUT THE FACILITATOR

Violet has over 20 years experience working with organisations and teams to develop effective and confident communication skills by teaching leaders to embrace those difficult conversations.

As an experienced trainer, speaker, coach and graduate of the Harvard University Negotiation Institute she has the ability to engage people and put them at ease so they can learn to increase their self-awareness and optimise their communication with others.

Violet has worked with many organisations and leaders to enhance their ability to be confident in their communication and deal with the pointy end of communication in the workplace.

Her key message is that if you learn to be honest and respectful in your communication, then people will trust you, listen to you and work effectively with you.

**DATE:** Wednesday 19 August 2020

**TIME:** 9.30 am to 1.00 pm WAST

**VENUE:** ONLINE via Zoom

**WHAT'S INCLUDED:** Workbook, Monthly Newsletter

### INVESTMENT

- Not For Profit Organisation: \$200 + GST
- Early Bird Registration: \$220 + GST **\*sale ends 5 August 2020**
- Full Registration: \$250 + GST

### REGISTRATION

**NAME:**

**PHONE NUMBER:**

**EMAIL ADDRESS:**

Return to: Violet Dhu at [info@peterdhu.com.au](mailto:info@peterdhu.com.au) or Fax 08 6314 1620

### CONNECT WITH VIOLET

- [violet@violetdhu.com.au](mailto:violet@violetdhu.com.au)
- [www.violetdhu.com.au](http://www.violetdhu.com.au)
- [corporatecommunicationexperts](https://www.facebook.com/corporatecommunicationexperts)
- [@violetdhu](https://twitter.com/violetdhu)
- Violet Dhu

### TESTIMONIALS



*Violet Dhu is exceptional in her field of difficult communication. If you are seeking support to increase employee or self-confidence with difficult conversations and overall performance, I recommend Violet. We continue to work together to align employee behaviours with expectations that are set out.*

BELINDA MCPHERSON  
HR MANAGER, SOUTHERN  
RURAL WATER

*Violet's 'Difficult Conversations' workshop was enjoyable and provided me with an opportunity to become more self-aware around my communication style. I was able to apply the key messages immediately across many of my conversations. I feel that as a result I am being more effective in my communication and an easier person to be around!*

CLARE FOUNTAIN  
MANAGEMENT CONSULTANT,  
SORTED4LIFE



On receipt of your registration, we will send out a tax invoice for payment before the workshop. Payment can be made via cheque, money order, EFT bank transfer or via credit card using PayPal.

Thank you for your business.

