



See more at [www.zandax.com/courses/dealing-with-angry-customers](https://www.zandax.com/courses/dealing-with-angry-customers)

Course information from ZandaX

## Dealing With Angry Customers

**Turn angry customers into advocates!**

Course duration: 38 minutes of highly focused content (Revisit, review and revise as often as you want)

### What you'll learn

- ✓ Keeping it Adult
  - ★ Understand how adult-adult interactions aid problem resolution
- ✓ An Angry Customer
  - ★ See how to separate information from abuse, and ensure full follow through
- ✓ Summary
  - ★ Summarize the key takeaways from the course

### What does our Dealing With Angry Customers course cover?

#### Keep a Cool, Professional Head with Angry Customers

##### **Angry customers can be the bane of our lives!**

Sometimes they are right in what they say (and sometimes not!) but their behavior is what makes them difficult to deal with.

And it's often in an emotionally charged situation.

In our Dealing With Angry Customers course, we show you how to use proven strategies that defuse anger as you resolve issues based on an adult-adult, problem-solving approach.

You'll learn the skills that will make the customer feel satisfied with the resolution instead of maybe never wanting to use your business again.

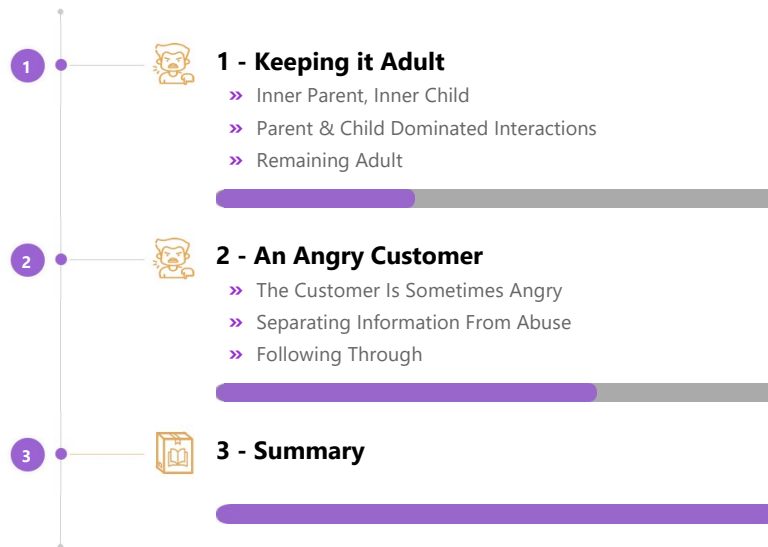
And reduce your stress levels too!

This Angry Customers skills training course, like all our courses, has been developed over many years of classroom and online delivery. Content has been thoroughly researched and is constantly updated so it's always leading edge. It's completely interactive and is full of practical knowledge and solutions.

Still wondering whether to do the course?

Just think about this: how much would you benefit if you had better angry customers skills?

## Course content for Dealing With Angry Customers



### More about the ZandaX Dealing With Angry Customers course

#### Learn How to Defuse Anger in Customers

##### Replace emotion with respectful, adult-adult interactions

This course has been designed for anyone who faces problems with angry customers.

It's usually not your fault, but they're so caught up in their emotions that they forget. But don't worry: help is at hand!

We show you how putting interactions on an adult-adult basis will calm things down.

Then you'll see how to avoid parent/child responses by using a positive process.

Next, you will learn to reduce emotional responses and remain calm in challenging situations.

And, of course, we show you how to ensure the complaint is followed up thoroughly to full resolution.

At the end of this course, you'll have a proven method of dealing with, and diffusing emotion in, angry customers.

Watch the modules, revisit them time and again ... and have fun with improving your skills!

#### Learning format

The course is offered as follows:

You'll learn using easy-to-follow on-screen videos which you can pause, re-run and revisit as often as you like, and also through interactive content with short quizzes and questions appropriate to the course subject. You also get SV that you can use to reinforce your learning.

The course is arranged into modules, each with several lessons. Refer to the course content for more details on what's covered. This combination of videos and interactive content will enable you to get a thorough understanding of the subject.

## View this course online

Visit our website at [www.zandax.com/courses/dealing-with-angry-customers](http://www.zandax.com/courses/dealing-with-angry-customers) to view the latest details, including related courses, prices and quantity discounts.

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