



See more at www.zandax.com/courses/satisfying-challenging-customers

Course information from ZandaX

Satisfying Challenging Customers

Use a 4 step process to manage difficult customers

Course duration: 36 minutes of highly focused content (Revisit, review and revise as often as you want)

What you'll learn

- ✓ The Process
 - ★ Learn how to recognize - and deal with - different types of challenging customer
- ✓ The Uncommunicative Customer
 - ★ Learn how to deal with - and help - uncommunicative customers
- ✓ The Uninformed Customer
 - ★ Learn how to deal with - and help - uninformed customers
- ✓ When the Customer is Wrong
 - ★ Learn what to do when the customer is wrong
- ✓ The Rude Customer
 - ★ Learn how to deal with - and help - rude customers
- ✓ The Undecided Customer
 - ★ Learn how to deal with - and help - undecided customers

What does our Satisfying Difficult Customers course cover?

Don't Let Difficult Customers Ruin Your Life!

As every customer service team member knows, every customer is different! And some customers are challenging, invariably because they always seem to be unsatisfied despite your best efforts.

Our Satisfying Challenging Customers course shows you common situations that involve challenging customers, and how to use a friendly, calm and professional approach to overcome the difficulties they create.

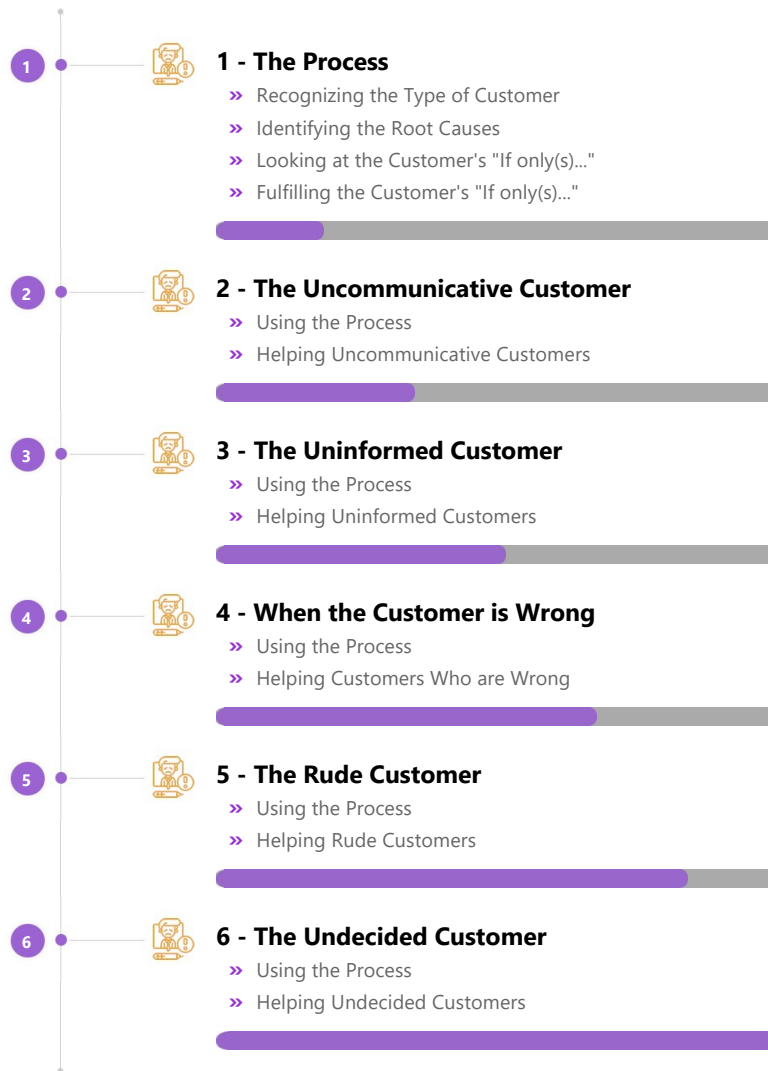
The course will enable you to decide on the best course of action so that customers you deal with are handled professionally, competently -- and often very satisfied!

This Difficult 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 difficult customers skills?

Course content for Satisfying Challenging Customers



More about the ZandaX Satisfying Challenging Customers course

A 4 Step Process to Deal With Difficult Customers

Manage difficult customers in a calm, controlled way

Although difficult customers create problems in many ways, there are rules to follow which enable you to deal with them, whether they're uncommunicative, in the wrong, indecisive, impolite or unfamiliar with your product or service.

In this course, we first define a four step process that you can apply to almost any situation.

Then we take you through five of the most common types of difficult customer, showing you how to apply the process to each. We're sure you'll recognize them from your own experience!

After this course, you'll be able to map what we've shown you on to people you deal with, and manage them with greater ease -- and better results!

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/satisfying-challenging-customers to view the latest details, including related courses, prices and quantity discounts.

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