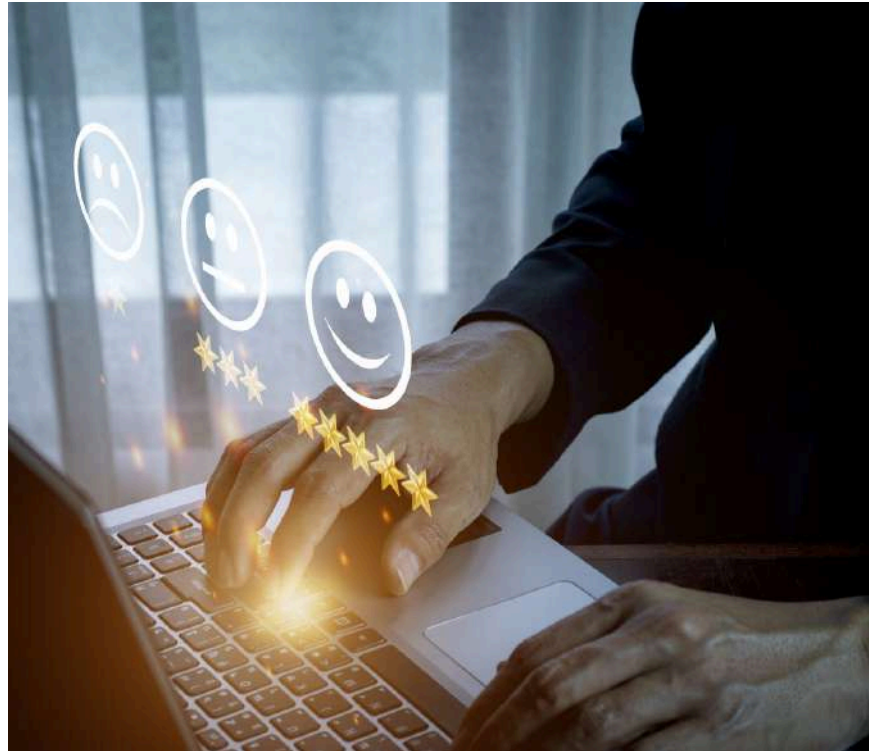


## SHORT COURSE:

# DEALING WITH DIFFICULT CUSTOMERS

Handle the most difficult customers with confidence and care - and build an unparalleled customer service reputation.



This course, offered by The University of Adelaide, is ideal for professionals on the frontline.

### Overview

Are you unsure how to handle angry customers? Finding your approach only escalates aggression? It's possible to settle these situations empathetically and reduce stress for all concerned.

This course looks at the sources of conflict and how you can handle them more effectively. You'll evaluate your current approach to conflict management, consider factors that may be affecting communication, and learn advanced verbal techniques for de-escalation.

Ideal for professionals on the frontline, it will help you collaborate with clients of all kinds to problem-solve and achieve mutually agreeable outcomes.

### The following topics will be covered:

- What is the difference between difficult, angry and abusive customers?
- How can I respond in each instance without escalating the situation?
- What external factors might be contributing to customer hostility?
- How can reflective listening help me demonstrate empathy and understanding?
- What is collaborative language and why is it relevant to conflict resolution?
- How and why should I use effective questioning to gather information?
- What workplace and environmental factors can I change or be more aware of?
- How can I manage my own emotions and stay calm under pressure?

### Program delivery details

<b>Venue</b>	TBA, Kadina
<b>Date</b>	TBA, 2025 - register your interest!
<b>Time</b>	9am to 4.30pm
<b>Format</b>	Face-to-face
<b>Enrolment fee</b>	\$650.
<b>Catering</b>	Morning tea, lunch, afternoon tea provided.

### Scan the QR code to register your interest:



### Want more info?

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