

# Managing Difficult Customer Situations



## Course Overview

**Learn the skills to ease the pain for you both.**

Dealing with difficult situations is something that we all do in our daily lives. In the workplace, one of the most difficult situations is dealing with customers who are dissatisfied or upset, but if you handle the interaction professionally you may even improve the relationship and create further opportunities.

This 1 day course will teach you how to prevent dissatisfaction, and how to manage difficult customer situations and take care of yourself.

## Audience

Anyone working in or looking to work in a contact centre, service centre, helpdesk or support centre. Perfect for new recruits or as a refresher for experienced staff.

## Course Outline

### Unit 1: Introduction

- Who Are Your Customers?
- Business Code of Conduct

### Unit 2: Preventing Dissatisfaction

- Best Practice
- Total Contact Ownership
- Call Management

### Unit 3: People Being People

- Emotional Intelligence (EQ)
- Your Customer's Psychological Needs
- Bending the Rules
- How to say "No"

### Unit 4: The Importance of Communication

- The Communication Process
- Filters
- Vocal Elements
- Active Listening
- Questioning
- Customer Competence

### Unit 5: Handling Difficult Customer Behaviours

- Examples
- Practical Learning Activities
- Evaluate Your Learning for Success

### Unit 6: Stress Management

- The Physical Side
- The Mental/Emotional Side

## Duration

This course with the outline above runs over one day. A ½ day course version is also available with only Units 3, 4 and 5 covered.

## Further Details

For all other information, such as course price, dates, times, certification, learning methods & how to register contact HDAA on **T:** 1300 130 447 or **W:** [www.hdaa.com.au](http://www.hdaa.com.au)



## About HDAA

Founded in 1999, HDAA is an independent association specialising in the Service and Support Industry.

HDAA has achieved a strong reputation for providing independent, authoritative information and advice within this industry and supports its member organisations and individual professionals with a range of services to meet their ongoing challenges in this ever-evolving sector.

HDAA is an HDI Gold Partner and also sits on the HDI International Certification Standards Committee (ICSC). We are an Accredited Training Organisation (ATO) for a variety of service and support certifications and PeopleCert accredited for all our IT Service Management (ITSM) programs.

Our membership covers 100's of organisations in Australia and New Zealand and we've had the pleasure of training 1000's of service and support professionals.

## Consulting Services

Based on extensive experience and a detailed knowledge of the service and support industry, HDAA provides a variety of consulting services enabling high quality decision making and bottom line results.

Such services are based on internationally recognised frameworks, best practices and methodologies and include Service Desk Reviews, Knowledge Management Integration - using the Knowledge Centred Service (KCS) methodology, workflow mapping for policy, process and procedure documentation and generalist HR (eg. recruitment and training assistance).

## Training, Workshops, Coaching & Mentoring Services

HDAA provides a range of training courses, workshops and events, including tailored, in-house training and workshops. Our courses are internationally recognised qualifications aimed at professionals who wish to progress in the service and support industry; and specifically to help companies maximise the capability and effectiveness of their response in the service and support industry.

## Industry Intelligence

HDAA provides and publishes a range of reports on the service and support industry, including an annual Practices & Salary Report providing an overview of the industry, as well as data and analysis of the market by demographics, incident management, technology, processes, procedures and strategies, performance metrics and more.

HDAA publishes a number of 'on demand' reports, such as Member Requests and one-time Surveys. This includes research, webinars and other such items highlighted in our monthly 'Inside Support' eNews that are pertinent to the Service and Support Industry.

## Membership Services

HDAA provides a range of services for its members which can be accessed via our website [www.hdaa.com.au](http://www.hdaa.com.au).

This online content enables our members to respond swiftly and effectively to new developments in the industry by minimising the time they spend researching and collating the information they need.

Available services and tools such as Workforce Planning (WFP), Service Desk Calculators, Tool Evaluation spreadsheet, Podcasts, 'inside support' monthly eNewsletter, HDI Resources, HDI & HDAA Webinars, SupportWorld Articles and more. N.B. Members must be logged in to access the Knowledge Base content.

HDAA also conducts bespoke research, including areas of the industry where reliable published information is unavailable.

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