Handling a Difficult Customer

Category: Professional & Leadership Development | **Vendor:** Various

Duration: 8.00 hours (1 days) **6.5 CPD Hours** **Rating:** ⭐ 4.6 (5,878 reviews)

Course Information

Delivery Format: Instructor Led - Online

Course Overview

In this course, students will gain a valuable skill set to deal with difficult customers in various situations.

About This Course

In this course, students will gain a valuable skill set to deal with difficult customers in various situations.

Who Should Attend

This course is intended for individuals who desire to become more skilled at handling difficult customers.

Learning Outcomes

Upon successful completion of this course, participants will be able to:

Upon successful completion of this course, students will be able to deal with difficult customers in a way that increases productivity and customer service, and decreases unhappy customers.

Detailed Course Outline

1 - GETTING STARTED

- Housekeeping Items
- Pre-Assignment Review
- Workshop Objectives
- The Parking Lot
- Action Plan

2 - THE RIGHT ATTITUDE STARTS WITH YOU

- Be Grateful
- Keep Your Body Healthy
- Focus on Positive Thoughts
- Invoke Inner Peace
- Case Study

3 - INTERNAL STRESS MANAGEMENT

- Irritability
- Unhappiness with Your Job
- Feeling Underappreciated
- Not Well-Rested
- Case Study

4 - EXTERNAL STRESS MANAGEMENT

- Office Furniture Not Ergonomically Sound
- High Noise Volume in the Office
- Rift with Co-Workers
- Demanding Supervisor
- Case Study

5 - TRANSACTIONAL ANALYSIS

- What is Transactional Analysis?
- Parent
- Adult
- Child
- Case Study

6 - WHY ARE SOME CUSTOMERS DIFFICULT?

- They Have Truly Had a Bad Experience and Want to Vent
- They Have Truly Had a Bad Experience and Want Someone to be Held Accountable
- They Have Truly Had a Bad Experience and Want Resolution
- They Are Generally Unhappy
- Case Study

7 - DEALING WITH THE CUSTOMER OVER THE PHONE

- Listen to the Customer’s Complaint
- Build Rapport
- Do Not Respond with Negative Words or Emotion
- Offer a Verbal Solution to Customer
- Case Study

8 - DEALING WITH THE CUSTOMER IN PERSON

- Listen to the Customer’s Complaint
- Build Rapport
- Responding with Positive Words and Body Language
- Besides Words, What to Look For?
- Case Study

9 - SENSITIVITY IN DEALING WITH CUSTOMERS

- Who are Angry
- Who Are Rude
- With Different Cultural Values
- Who Cannot Be Satisfied
- Case Study

10 - SCENARIOS OF DEALING WITH A DIFFICULT CUSTOMER

- Angry Customer
- Rude Customer
- Culturally Diverse Customer
- Impossible to Please Customer
- Case Study

11 - CUSTOMER ONCE YOU HAVE ADDRESSED THEIR COMPLAINT

- Call the Customer
- Send the Customer an Email
- Mail the Customer a Small Token
- Handwritten or Typed Letter
- Case Study

12 - WRAPPING UP

- Words From The Wise
- Review Of The Parking Lot
- Lessons Learned
- Recommended Reading
- Completion Of Action Plans And Evaluations

Frequently Asked Questions

Q: What delivery options are available for Handling a Difficult Customer?

We offer multiple delivery formats:

- Live Instructor-Led Classroom Online (Virtual/Live Online)
- Traditional Instructor-Led Classroom Training (ILT)
- On-site delivery at your offices anywhere in United Kingdom
- Private dedicated courses customized for your team

Q: How many CPD hours does this course provide?

The 1-day Handling a Difficult Customer course provides up to 6.5 CPD hours of structured learning. CPD certificates can be provided upon request.

Q: What is the duration of the Handling a Difficult Customer training?

The training takes place over 1 day(s), with each day lasting approximately 8.00 hours including breaks for lunch and refreshments.

Q: Do you provide corporate training for Handling a Difficult Customer?

Yes, we provide corporate training, dedicated training, and closed classes for Handling a Difficult Customer. Training can take place anywhere in United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online allowing teams from across United Kingdom or internationally to attend.

Q: Why choose Nexus Human for Handling a Difficult Customer?

Nexus Human is recognized as one of the leading training providers. Our trainers have won multiple awards including:

- Small Firms Best Trainer Award
- National Training Partner of the Year (Ireland) - Multiple Years
- Global Top 30 Instructor Awards (2012, 2019, 2021)
- Tech Excellence Award Nominations
- Learning Performance Institute (LPI) External Training Provider Sponsor 2024

Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your Handling a Difficult Customer training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.

Nexus Human

Professional Training & Development

Email: info@nexushuman.com

Website: www.nexushuman.com

Phone: +353 1 889 8700 (Ireland) | +44 20 8142 8961 (UK)

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