

CUSTOMER SERVICE TRAINING

Managing Difficult Customers

De-escalation and conflict training that gives your team a proven way to handle angry, upset and difficult customers with confidence, on the phone, in writing and face to face.

\$747

per person, ex GST

**PUBLIC OR
PRIVATE****DURATION****2 x 4 hours****DELIVERY****Live online via Zoom (public or private)****PRICE****\$747 per person, ex GST****OPTIONS****Public course ticket or private team training****CERTIFICATE****For everyone who completes****RATING****4.9/5 from verified reviews**

What you'll be able to do

Stay calm under pressure

Pause, choose a response and stay in control when emotions run high.

Listen so customers feel heard

Listening, reconfirming and the right level of empathy for the situation.

Set clear boundaries

Handle abusive behaviour professionally and escalate at the right time.

Know what they're dealing with

Tell the abusive, irritating and unhappy customer apart, and handle each well.

Say no without blowback

How to say YES, say NO, explain WHY and offer a conditional YES.

Protect wellbeing

Less stress, less burnout and more confidence for the people on the front line.

What's covered

- 1 Considering Human Behaviour** · How people interpret difficult situations, and how to choose your own response.
- 2 Classic Difficult Situations** · Difficult customers fall into groups. Learn the differences and how to handle each.
- 3 Service Skills Requirements** · Advanced communication techniques your team can use every day.
- 4 Your Solution Options** · Move from listening to solving, with the solution types that come up most.

Led by Daniel Ord, who has trained 50,000+ people in 40+ countries. A practical framework, not scripts, for angry, upset and difficult customers on the phone, in writing and face to face.

What's included

- ✓ 2 × 4 hours of live training, two live sessions on separate days
- ✓ Demonstrations, discussion and practical exercises
- ✓ Certificate for everyone who completes
- ✓ Public course tickets, or a private course for your team

Prices are per person in AUD, excluding GST. See the course page for the latest dates and prices.

Pricing and options

- ✓ Save 15% when you book 3 or more tickets in one transaction
- ✓ ACXPA members save 25% on live public courses
- ✓ Pay by card or request an invoice at checkout
- ✓ Private training for your team (minimum 5 participants) is priced after a quick chat

Your trainer



Daniel Ord

50,000+ people trained in 40+ countries.
Certified Customer Experience Professional (CCXP), ICMI Certified Associate and Net Promoter Certified.

Who it's for

Customer service teams, team leaders, complaints teams, reception and front desk, billing and collections, and government and utilities.

Why CX Skills

- ✓ Led by a globally recognised customer service expert
- ✓ Practical frameworks, not scripts
- ✓ Official training partner of ACXPA
- ✓ Rated 4.9/5 by participants across our courses
- ✓ Trusted by 400+ organisations

What participants say

"I've attended a lot of CX and Customer Service Training throughout my career and I can say hands-down that Daniel is an exceptional facilitator."

Verity Peterson

Head of Customer Service Support & Excellence, City of Casey

"This was the most valuable training I have ever done. I have 31 years in customer service and was not sure how much value I would get out of the course."

Kerrilyn Marshall

Client Care Manager, Queensland Family Law Practice

"Without a shadow of doubt, hands down, dead set – this was the BEST course I have ever taken about how to do my job. EVER."

Allie Jucha

Technical Adviser, Dulux Group

Next steps

See upcoming dates and book online by card or invoice (15% off 3 or more tickets), or talk to us about private training for your team on dates that suit you.

cxskills.com.au/managing-difficult-customers-course · +61 3 9008 7287 · hello@cxskills.com.au



Scan for dates