

CUSTOMER SERVICE TRAINING – TUTOR GUIDE AND SYNOPSIS

Time	Subject
12.25	<p data-bbox="228 312 1507 344">Dealing with difficult customers</p> <p data-bbox="228 350 1507 453">This session considers the different types of difficult customer and how to handle them. Explain that different people react differently to situations and that it is important to understand our own style of communication.</p> <p data-bbox="228 459 1507 562">Hand out and explain exercise 04a Communication Styles as per the instructions on the exercise. Get them to complete this exercise individually. Then handout the scoring sheet 04b so that they can mark their score.</p> <p data-bbox="228 569 1507 709">Explain slides 36 and 37. Give out exercise 04c (duration 15 minutes). Put into groups of three or four. At the review stage get each group to state their conclusions for each personality type, then move on to the next personality type and so one. Review with slides 38 and 39.</p>
1.00	Lunch