

12 video module learning pathway Challenging Customer Handling Skills



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10 minute videos with workbooks & 1 Minute support videos

Showing empathy

Questioning skills

Listening skills

Communication skills

Being assertive

Managing customer needs

Difficult customer types

Handling difficult customers

Handling conflict

Abusive customers

Negotiation skills

Advanced difficult customer techniques



<u>Abusive customers</u>	<u>Active listening</u>	<u>Amygdala hijack</u>	<u>Assertive behaviour</u>
<u>Dealing with anxiety and stress</u>	<u>Dealing with criticism</u>	<u>Handling difficult customers (LAST)</u>	<u>Managing stress</u>
<u>Defusing angry customers</u>	<u>Emotional intelligence</u>	<u>How to say no nicely to a customer</u>	<u>Listening skills</u>
<u>Managing conflict</u>	<u>Offering a solution</u>	<u>Overcoming Umms and Ahhs</u>	<u>Permission to ask questions</u>
<u>Problem solving</u>	<u>Questioning skills</u>	<u>Being resilient</u>	<u>Showing empathy</u>
<u>Stress response (Fight, Flight, Freeze)</u>	<u>Taking ownership</u>	<u>Thinking on your feet</u>	<u>Tone of voice</u>
<u>Understanding conflict</u>	<u>Voice intonation</u>		

1 minute video refreshers & quick reinforcers

Time for programme application

1

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10

11

12 & Return to start