




12 month learning pathway


Handling Challenging Customers


Modules, 10 minute videos & workbooks

Module 33: Showing empathy 

Module 4: Questioning skills 

Module 16: Listening skills 

Module 14: Communication skills 

Module 10: Assertive skills 

Module 3: Managing customer needs 


Module 12: Difficult customer types 

Module 8: Difficult customer techniques 

Module 7: Handling conflict 

Module 68: Abusive customers 

Module 34: Negotiation skills 

Module 13: Dealing with stress 

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

1 minute video refreshers & quick reinforcers

Months / Timeline for programme application

