

# 12 module learning pathway

## Challenging Customer Skills Training

10 minute videos with workbooks & 1 Minute support videos



LearningPlanet

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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>Dealing with stress &amp; anxiety</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

Months /Time for programme application

