

Webinar on

Handling Difficult Customer Behaviours

Learning Objectives

- Understand what's causing difficult behavior and why?*
- Identify how to speak so people will listen*
- Explore 5 tips to effective listening*
- Communicate to de-escalate highly-charged emotions*
- Discover your "hot buttons"*
- Identify and tame emotions to respond, not react*



This webinar will be of value to individuals who deal with difficult customers.

PRESENTED BY:

Stress and resilience expert Lana Bullough, is an award-winning speaker, trainer, educator, and musician who combines all of these skills in unique and inspirational ways. She holds a Bachelor's Degree majoring in Sociology, with 20 years experience career counseling young adults.

On-Demand Webinar

Duration : 60 Minutes

Price: \$200

Webinar Description

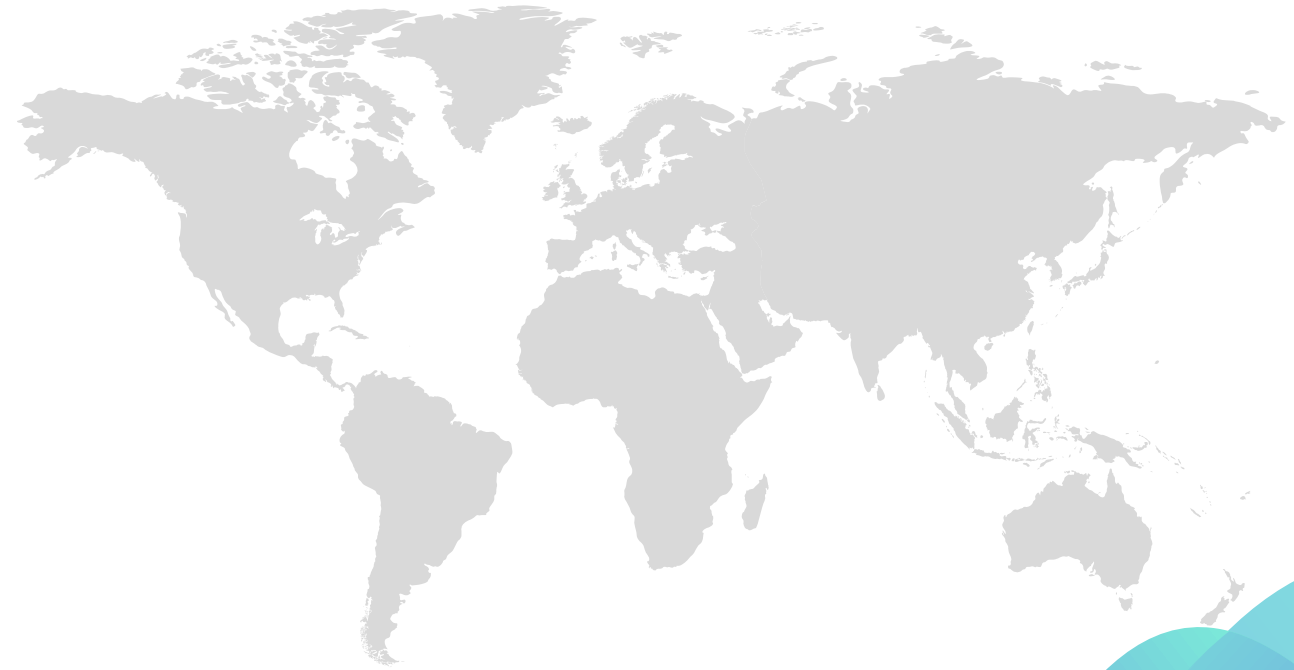
Dealing with difficult customers can be stressful, anxiety-ridden and can have an adverse effect your entire day, week, year! When we lack the proper tools to overcome difficult customer behavior, it can negatively impact our bottom line not to mention our professional and personal lives. In this course, you will be provided with the tools to handle difficult customer challenges with skill and ease.



Who Should Attend ?

This course will be of value to individuals who deal with difficult customers.

- Service technicians*
- Retail clerks, servers*
- Receptionists*
- Administrative assistants*
- Sales persons and entrepreneurs*



To register please visit:

www.grceducators.com
support@grceducators.com
740 870 0321