

# Handling challenging customers

When you work in a customer service environment, dealing with difficult customers is part of the job. However, some customers can be far more challenging than others. They may be persistently demanding or unreasonable. Such interactions can become quite emotional and may quickly spiral out of control. There is a skill in knowing how to address such situations. This involves anticipating when a conversation may become challenging and understanding how to avoid making the situation worse.

## Description

This course will show you how best to deal with challenging customers. It is not strictly about managing or resolving their specific complaint – as this is covered by other, related topics. Instead, this is about recognising when something is a problem from the customer's point of view and understanding how certain types of behaviour may only aggravate the situation.

You'll learn how to spot the types of customers who may become challenging to deal with and you'll look at strategies for reducing the chances of further difficult conversations occurring in the future.

## What does it involve?

This is a digital course, featuring three online tutorials. These will introduce you to what is meant by a challenging customer and the kind of behaviours which you may find most challenging. Presented with several customer service scenarios, you'll consider where problems could have been avoided and be shown how best to handle difficult customer interactions. Afterwards, you'll develop a best practice checklist and reflect upon your own behaviour after a difficult interaction. Finally, you'll produce an action plan for transferring what you have learned back into the workplace.

## What's the outcome?

Completing this course will provide you with a solid understanding of challenging customer behaviour, maximising your chances of securing a successful and stress-free outcome. You'll be able to recognise a problem from what a customer says or does, understanding where there's a risk of conflict or escalation. What you learn will equip you to handle difficult and emotional conversations and to be able to tailor your own behaviour accordingly.

## Learning activities



Online  
tutorial



Reflective  
task



Action  
plan

### Delivery method:

DGTL 

### Estimated learning time:

1 hour 55 minutes

## How to book

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