

## **Dealing with Challenging Customer Interactions**

Explore methods for dealing with common difficult customer interactions. Identify customer types, set customer expectations, and maintain a positive attitude when working with customers. Topics include:

- Customer Service Fundamentals
- Customer Service Skills
- Customer Management
- Customer Communication

Instructors: ExecuTrain

Date: Monday, July 25

Location: Executive Dining Room in Central Plaza – Washington Group Complex

Hours: 7