

## **Dealing with Challenging Customer Interactions**

Explore methods for dealing with common difficult customer interactions. This course is intended for customer service representatives and any client-facing employee who needs to cope with challenging customer situations, either directly or indirectly. This course is highly useful to customer service managers who need to be aware of the potential difficult situations in the field and have a standard means of addressing them. Topics include:

- Establishing a solid customer relationship
- Overcoming communication issues
- Resolving challenging situations

Instructors: ExecuTrain  
Date: Monday, July 28  
Location: Executive Dining Room in Central Plaza – Washington Group Complex  
Hours: 7