

## **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: Tuesday, January 12

Location: Central Plaza Training Room in Central Plaza – Washington Group Complex

Hours: 7