

# WHO & WHY?



# Customer Service: Challenging Behaviours

For anyone managing or delivering a first response to customers who are unhappy or behaving in a challenging way. This workshop provides simple yet effective tools and techniques for a positive response.

## Outcomes

- ✓ Front line staff feel equipped to respond in a skilled & confident manner
- ✓ Such staff have less anxiety in dealing with challenging customer behaviours
- ✓ Staff remain in control when facing such challenging behaviours
- ✓ Staff know they will be fully supported by their managers in using such responses

## Content

- Facing challenging behaviours: your experience and possible responses
- 5 key techniques for face to face and over the phone responses
- Putting the learning into action: case work
- Your good practice guide for first response

## Learning Approaches

-  core learning input
-  role play / simulation
-  your ideas & suggestions
-  paired activities
-  solo activities
-  good practice guide
-  case work

 on site or  online

“ I enjoyed the participation with colleagues... Lots of resources which I will use going forwards when dealing with more challenging customers.

- Participant  
Weaver Vale Housing Trust

