

# 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

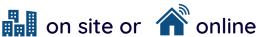


good practice guide



case work





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



