



TRAINING COURSE ON

Professional Handling with Difficult Customers and Complaints

Course Objective

By achieving so, this training is designed to equip the participants to be able to:

- Recognize who are difficult customers
- Recognize a variety of Behavior and Characteristics of difficult customers
- Describe the various component parts of customer's complaints and conflicts
- Demonstrate how to handle difficult customer with skillful Techniques
- Tools for dealing with complaints and difficult customer
- Understand the cause and symptom of customer and service problems
- Demonstrate effective techniques used in problem-solving skills

Course Content

Module 1: Dealing with Difficult People in the Workplace Scope

Module 2: The Abrasive Personality

- Characteristics of the abrasive personality
- Consequences of the abrasive personality in the workplace

Module 3: The Type A Stress-Prone Personality

- Recognizing the Type A Stress Prone
- Consequences of Type A behavior in the workplace

Module 4: The Aggressive Personality

- Characteristics of the aggressive personality
- Consequences of Type A behavior in the workplace

Module 5: Coping with Difficult Customer/People at the Workplace

- Anger and conflict management
- Understanding conflicts
- Managing your anger
- Dealing with criticism
- Role negotiation and convincing techniques
- Managing you own Type A behavior
- Managing the difficult behavior of your boss or colleague;
- Dealing with the aggressive personality

Module 6: 8 Effective Steps to Handling with Difficult Customers

- Step One: Identify your goals and objective
- Step Two: Prioritize your goals and objectives
- Step Three: Identify the strategies and the approach to be used
- Step Four: Schedule your activities
- Step Five: Share and discuss your plan with another person or group
- Step Six: Monitor progress
- Step Seven: Evaluate progress
- Step eight: Reward success

Module 7: Communication with Difficult Customer

- Context and Environment Analysis
- Active listening
- Technique to solve problem face to face



30-31 May 2017

Time: 8:00am to 5:00pm

Venue: Hotel



Deadline:

29 May 2017

Target Participants

This course is designed for everyone in an organization from managers to staff from Marketing and Selling Department who are responsible for organization selling growth.

Training Fee

(Fee is inclusive of Lunch and learning materials. Certificate of completion provided)

- **Direct Member:**
USD 175 Nett/person
- **Member of GMAC, MBCC, CMA, IBC, ACRA, BBAC, EuroCham, AMCHAM, MAC:**
USD 205 Nett/person
- **Non Member:**
USD 225 Nett/person

Registration



Mr. ORM Ponnareay
or Mr. VANN Sela

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About Trainer

Mr. OUL Van (MBA from Australia)

Specialties: Marketing, Management and Business Development, Customer Service

Mr. Oul Van holds an MBA from CharlesSturt University, Australia and got professional trainer of trade from Canada. He is specialist in Marketing, Management, Business Development and Negotiation Skills.

He is currently working as a General Manager at Asia Tune Hotel, Business Consultant and Business advisor for many Businesses and training organizations in Cambodia, a Consultant for International and Local Training & Management Solutions and a Professional Trainer for WTO, UNCTAD, MPDF & Cam Edge Training Program. He also helps the training of CAMFEBA as Associate Trainer as well over 11 years.

He has more than 15 years of training experience in the field of Sales, Marketing and Management in public and private sectors. He has had experience in academic and corporate training programs at many local universities in Cambodia. He has done well with a Business Consultant for International Training Center (ITC, UNCTAD/WTO, base in Switzerland) that has 135 Business Consultancy organizations around the world.

He is also one of successful entrepreneurs for his own business (Line Management Group Co., Ltd. Group of Line Management Stationery, Bayon Book Center and Sunflower Printing house). He has a high sense of responsibility for a wide spectrum of business activities and has valuable hands-on experience of setting up and developing new businesses.