



SAFETY FIRST
TRAINING TO A "T"

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How To Interact With A Frustrated Customer

This course provides the student with a review of Active Listening Skills, what they are and how to use them, how to exercise emotional control when dealing with a Frustrated Customer, and provides positive phrases to use in such interactions. It also introduces the principle of “**CARESS**” which is to:

- **C**oncentrate only on your customer (for example: looking at your watch as it is almost lunchtime/end of shift can be an irritant)
- **A**cknowledge your customer’s request, complaint or inquiry
- **R**esearch your customer’s message
- **E**xercise emotional control when your customer is irate or angry
- **S**how empathy for the customer’s feelings and situation
- **S**ummarize with the customer before ending the conversation

This course will also be interactive and draw upon students’ work-related experiences for students to learn from each other and to practice some of these skills. This course can also be tailored to provide the student with their Company’s policy on how to report an incident with a Frustrated Customer.

Course length is approximately 1-4 hours depending upon size of class and additional content to be covered that is client specific.