

# Handling a Difficult Customer

**Category:** Business Skills | **Vendor:** Fundamentals

**Duration:** 8.00 hours (1 days)

**6.5 CPD Hours**

**Rating:** ★ 4.6 (5,878 reviews)

## Course Information

**Delivery Format:** Instructor Led - Online

## Course Overview

In this course, students will gain a valuable skill set to deal with difficult customers in various situations.

## About This Course

In this course, students will gain a valuable skill set to deal with difficult customers in various situations.

## Who Should Attend

This course is intended for individuals who desire to become more skilled at handling difficult customers.

# Learning Outcomes

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**Upon successful completion of this course, participants will be able to:**

Upon successful completion of this course, students will be able to deal with difficult customers in a way that increases productivity and customer service, and decreases unhappy customers.

## Additional Course Details

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Nexus Humans Handling a Difficult Customer training program is a workshop that presents an invigorating mix of sessions, lessons, and masterclasses meticulously crafted to propel your learning expedition forward.

This immersive bootcamp-style experience boasts interactive lectures, hands-on labs, and collaborative hackathons, all strategically designed to fortify fundamental concepts.

Guided by seasoned coaches, each session offers priceless insights and practical skills crucial for honing your expertise. Whether you're stepping into the realm of professional skills or a seasoned professional, this comprehensive course ensures you're equipped with the knowledge and prowess necessary for success.

While we feel this is the best course for the Handling a Difficult Customer course and one of our Top 10 we encourage you to read the course outline to make sure it is the right content for you.

Additionally, private sessions, closed classes or dedicated events are available both live online and at our training centres in Dublin and London, as well as at your offices anywhere in the UK, Ireland or across EMEA.

# Frequently Asked Questions

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## **Q: What delivery options are available for Handling a Difficult Customer?**

We offer multiple delivery formats:

- Live Instructor-Led Classroom Online (Virtual/Live Online)
  - Traditional Instructor-Led Classroom Training (ILT)
  - On-site delivery at your offices anywhere in United Kingdom
  - Private dedicated courses customized for your team
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## **Q: How many CPD hours does this course provide?**

The 1-day Handling a Difficult Customer course provides up to 6.5 CPD hours of structured learning. CPD certificates can be provided upon request.

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## **Q: What is the duration of the Handling a Difficult Customer training?**

The training takes place over 1 day(s), with each day lasting approximately 8.00 hours including breaks for lunch and refreshments.

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## **Q: Do you provide corporate training for Handling a Difficult Customer?**

Yes, we provide corporate training, dedicated training, and closed classes for Handling a Difficult Customer. Training can take place anywhere in United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online allowing teams from across United Kingdom or internationally to attend.

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## Q: Why choose Nexus Human for Handling a Difficult Customer?

Nexus Human is recognized as one of the leading training providers. Our trainers have won multiple awards including:

- Small Firms Best Trainer Award
- National Training Partner of the Year (Ireland) - Multiple Years
- Global Top 30 Instructor Awards (2012, 2019, 2021)
- Tech Excellence Award Nominations
- Learning Performance Institute (LPI) External Training Provider Sponsor 2024

## Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your Handling a Difficult Customer training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.

# Nexus Human

## Professional Training & Development

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