

# HANDLING DIFFICULT CUSTOMERS

SBL  
Claimable  
\*subject to PSMB conditions



A 2-days intensive course by  
**Akashdip Singh**

... drawing from his vast experience  
in dealing with customers and  
managing customer relationships.

Combined with his international  
exposure, Akash brings valuable  
insights to the training room.

## Who will Benefit?

- ✓ Management Staff (All Levels)
- ✓ Sales Staff / Executives
- ✓ Technical and Non-Technical Staff  
(e.g. Finance Department)
- ✓ All those who deal with internal and  
external customers.



**Grab the techniques to better deal with difficult and angry customers!**

**This is an interactive workshop with numerous  
group activities and discussions.**

Upon completion of the program, participants will be  
able to

- ✓ Enhance their customer relationship skills
- ✓ Build lasting relationships with their customers
- ✓ Create customer confidence
- ✓ Ensure customer loyalty
- ✓ Reduce customer complaints
- ✓ Learn how to handle difficult customers/colleagues
- ✓ Be aware of behaviours that can destroy customer  
relationships.



For more information, please contact

IDC TRAINING HOUSE SDN BHD    TEL: 03-7956 5126    WWW.IDC-TRAINING.COM

HRD Approved "Class A" Training Provider (since Year 2002). Registered with Ministry of Finance.

# HANDLING DIFFICULT CUSTOMERS



## *Trainer's Background*

**Akashdip Singh**, has more than 13 years of corporate experience and involved in the Training and Development field for more than 10 years. This gave him a special edge to share his knowledge in the areas of Motivation, Management and HR related topics, Presentation Skills, Team Building, Goal Setting, Customer Service, Customer Relationships, Supervisory Skills and issues related to People Skills.

Akash graduated with a Bachelor of Mechanical Engineering (Hons) Degree from University Technology of Malaysia (UTM); which meets the current academic requirement for standing as a Professional Engineer in Australia.

He started his career as an Engineer with Maxis Communications and later on, moved into managerial position. His last held position was as a Project Manager with YTL. He did his internship with Tenaga Nasional Berhad and Rothmans of Pall Mall. He has sound knowledge and rich experience in the Telecommunications, Energy and Manufacturing field.

One of Akash's main job responsibilities in his corporate capacity was to ensure customer satisfaction is not only met, but exceeded. He has vast experience in dealing with internal and external customers and managing customer relationships. Utilizing on his sound technical and people skills, Akash was assigned a key role as the coordinator between the technical and non-technical departments.

His passion lies in developing people by sharing his experience and exposing them to a variety of corporate games, then relates the learning to their work and life. Participants become self-motivated and more productive in their daily job functions. As a result, this benefits the companies they work for, in terms of output and profitability. Akash makes trainings extremely lively, full of zest and just simply creates magic in his sessions.

More than 10,000 executives have benefited from Akash's trainings / speeches. Some of his corporate clients include

- ✓ ALSTOM
- ✓ Intercontinental Specialty Fats Sdn Bhd
- ✓ Malakoff Sdn Bhd
- ✓ Malaysian Assurance Alliance (MAA) Bhd
- ✓ Maxis Communications

Akashdip has vast experience conducting trainings in Malaysia, United Kingdom, Australia, Singapore, Indonesia, India, Philippines, Thailand, Uganda, Kenya, South Africa and Zambia. He speaks fluent English and Bahasa Malaysia.

## *Topics to Be Covered*

### **Ice Breaking and Overview**

#### **Customers Relationship – The Beginning**

- ✓ Creating the Virtual Bridge
- ✓ Customers – An Introduction

#### **Communication Skills For Effective Customer Relationship**

- ✓ Key Elements of Communication
- ✓ Listening Skills
- ✓ Questioning Skills
- ✓ Telephone and E-mail Etiquettes

#### **Seeing Things From Customer's Point of View**

- ✓ Tips on how to convert difficult customers to have a constructive conversation
- ✓ Negotiating with customers

#### **Understanding Anger**

- ✓ The psychology of anger
- ✓ Dealing with customer's over reaction.

#### **Dealing With Difficult Customers**

- ✓ Managing Difficult Customers
- ✓ Saying 'No' Politely
- ✓ Efficient Customer Service

#### **Maintaining Relationship With Customer**

- ✓ Going The Extra Mile
  - The After 'Sales' Service
- ✓ The X Factor

# ABOUT IDC TRAINING HOUSE

# IN-HOUSE TRAININGS AVAILABLE

**IDC Training House** is a leading Training Provider for corporate & government sectors; to both local & international market. Our strength lies in providing Trainers who are highly experienced & knowledgeable in their respective fields; in order to produce well-trained and qualified professionals to meet the demands of the new economy.

We specialize in human capital development in areas of **Soft Skills, Motivation, Leadership, Management, IT, ISO, Team Building, & Technical.**

If your company wishes to have a cost effective in-house training that is customized for your company,

Call us at

**+60-3-7956 5126 / 5139**

Or

Email to **info@idc-training.com**

For more programs offered by IDC Training House, please visit <http://www.idc-training.com>

For public workshops, please visit <http://www.idc-training.com/course-calendar.html>

**Course: Handling Difficult Customers**

**Course 15 - 16**

**Venue: IDC Training Room, Amcorp Trade Centre, PJ, Selangor, Malaysia**

**Date: Mar 2010**

Name of Applicant(s) Mr / Ms / Dr / Ir (Others)	Designation(s)	Contact No. (H/P)
1. _____		
2. _____		
3. _____		
4. _____		
5. _____		
Company Name :		
Correspondence Address :		
Tel :	Ext. :	Fax :
H/P :	E-mail :	
Contact Person :		Designation :

	<b>Group Package</b> Minimum 3 delegates	<b>Early Bird Package</b> (with payment)	<b>Normal Package</b>
<b>Course Fee (per person)</b>	<b>RM 1,180</b>	<b>RM 1,380</b>	<b>RM 1,680</b>
<b>Closing Date</b>	<b>1 Mar 2010</b>	<b>15 Feb 2010</b>	<b>1 Mar 2010</b>

Please download the location map from: [http://www.idc-training.com/map/idc\\_map.pdf](http://www.idc-training.com/map/idc_map.pdf)

**Register NOW & save more with Early Bird Package !!**



Certificate of Attendance upon completion of the course



Save more with In-House Training



Save more with group of 3 delegates

### Terms and Conditions Registration Policy

Fees include course materials, lunch & tea breaks. Payment can be made by cash, credit card or using crossed cheque/bank draft made payable to **IDC Training House Sdn Bhd**, fourteen (14) working days prior to the date of the program. Otherwise registration(s) is treated as unconfirmed.

### Disclaimer

**Changes of course date, Trainer/Facilitator or venue**

We reserve the right to make alternative arrangement to the above if the needs arise due to unforeseen circumstances. Every effort will be made to inform the participants of these changes.

### Additional Expenses

We shall not be responsible for any extra expenses incurred by any participant(s) while attending the course.

**REGISTER NOW! FAX TO US AT +60-3-7956 1536**