

HANDLING DIFFICULT CUSTOMERS



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

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

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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

Trainer's Background

Akashdip Singh 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 worked for Maxis Communication Berhad for 9 years while pursuing his passion in training after work hours. At Maxis, Akash ensures that customer satisfaction is not only met but exceeded. He has vast experience in dealing with customers and managing customer relationships. He also played the key role as the coordinator between the technical and non-technical departments.

His exposure and experience in various portfolios in the corporate world has given him a special edge to share his knowledge in the areas of Motivation, Presentation Skills, Goal Setting, Customer Service & Relationships, Team Building and issues related to People Skills.

Akash has conducted trainings and delivered presentations/speeches to audiences large and small; in Malaysia, Singapore, India, Indonesia, Thailand, Uganda, Kenya, South Africa & Zambia. Due to his international exposure, the skills and knowledge he has acquired is an asset to the local organizations and is highly sought after to conduct trainings.

Courses by Akashdip Singh

- ✓ AVG (Attitude, Values, Goal) - The Pillars of Success
- ✓ Customer Relationship Skills
- ✓ Effective Communication
- ✓ High Impact Presentation Skills
- ✓ Handling Difficult Customers
- ✓ Motivational Seminars/Trainings