

DHIR & PARTNERS SDN BHD

6 Tips for Handling Difficult Customers





LEARNING OBJECTIVE

By the end of the session , the participants should be able to:

- ☐ Participants able to handle difficult customer professionally and convince them to pay its debt.

What are difficult customers?

- ❑ **A customer unwilling to listen to what you have to say** is a difficult customer. The unwillingness to listen could be due to anger, frustration, impatience, indecisiveness or talkativeness
 - ❖ *Pelanggan yang tidak mahu mendengar apa yang anda katakan adalah pelanggan yang sukar. Keengganan untuk mendengar mungkin disebabkan oleh kemarahan, kekecewaan, ketidaksabaran, keragu-raguan atau pembicaraan.*

1. STAY CALM

Always remain calm and professional

When dealing with a difficult customer, use a non-threatening tone of voice and speak using objective, fact-based language. Don't get defensive or try to convince the customer they shouldn't be upset, but offer assurances that your goal is to help them solve their problem.





2. DON'T INTERRUPT

Let your customers fully describe their problem

Don't interrupt, even if you have legitimate technical questions or need clarification to solve their problem. Interrupting your customers gives them the impression you aren't fully listening and contributes to defensiveness. Give the customer time to talk and then ask clarifying questions once they are finished..

3. STAY POSITIVE

Focus on what you can do to solve the customer's issue(s)

Customers contact you to solve their technical issues. A detailed explanation of why you can't will only frustrate them. Get creative with your problem-solving and offer the customer alternative choices if you can't give them the exact solution they're seeking. Focus on understanding the business reasons for their request.





4. CONCLUDE WITH THANKS

Thank the customer for bringing the technical issue

At the end of your interaction, thank the customer for bringing the technical issue to your attention and giving you the opportunity to solve it. This ends the conversation on a positive note.

5. TAKE A BREAK

Take deep breaths, while your body calms down.

Your body has an innate physiological response to aggression. Symptoms can include increased heart rate, raised blood pressure, and an accelerated breath rate. It takes about twenty minutes for these symptoms to subside, so take some time following an intense interaction before jumping into the next work task.





6. DEBRIEF

You don't have to bear the brunt of a customer's anger alone

Debrief with a supervisor or coworker after your interaction to share the burden. They may also give you feedback on how you handled the situation, which helps you to improve the next time you come across a difficult customer.



Q & A

