

Working with Upset Customers

with Jeff Toister

Learning Plan Worksheet

Instructions:

Use this worksheet to identify your learning goals for the course. You can use the action plan on page 2 to develop a plan to achieve your goals.

Learning Topics:

- Serving angry customers
- Learning from angry customers
- Preventing customer anger

Discussion Questions:

- How is this course relevant to you?
- How can you apply what you learn back at work? (For example, is there a particular complaint you frequently hear?)

Learning Objectives:

List your objectives for this course. What three things are most important for you to learn?

1.

2.

3.

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Action Plan for Working with Upset Customers

Use this worksheet to create an action plan for implementing what you’ve learned.

- 1. Identify three lessons from the course that are most important to you.
- 2. For each lesson, create an action plan to implement your new skills.

Takeaway #1:

Skill-Building Plan

Complete?	Date Due	Action

Takeaway #2:

Complete?	Date Due	Action

Takeaway #3:

Complete?	Date Due	Action