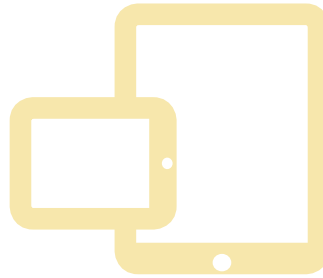


CIRMA E-Learning Center

Handling Difficult Customers for Local Government Online Training Program



Our E-Learning Programs are **FREE** to all CIRMA members.

Handling Difficult Customers for Local Government Online Training Course Description

Our perceptions tend to define our reality. Nowhere is this truer than when we are working with difficult customers. See the situation as a confrontation and that's what it becomes. See it as an opportunity to be a problem solver and that's what you become.

This course presents techniques for changing our perceptions and as a result, our attitudes and practices toward our customers. The result is a positive outcome for all parties concerned.

Time: Approximately 30 minutes [Preview the Handling Difficult Customers for Local Government online training program here.](#)

Learning Objectives:

- Recognize how perceptions affect customer service.
- Learn communication skills for managing difficult customer service situations.

Key Topics Include:

- No Laughing Matter
- Reality is Perception
- The Business of Customer Service
- The Change Begins With You
- Helping Others to Change
- Listen Carefully
- Don't Take it Personally
- Be Patient
- Find Out What They Really Want
- Pause Before You Answer
- Handling Different Types of Problems
- Take Ownership
- Follow Up
- The Golden Rule

To access CIRMA's E-Learning Center or to see a complete schedule of CIRMA's instructor-led Training & Education programs, please visit —

www.CIRMATraining.org

To register for this course, please contact your organization's E-Learning Administrator.

