

# Dealing with Difficult Customers During COVID-19



## How to avoid and defuse charged situations to keep your employees, customers and organization safe

According to the National Safety Council, physical assaults in the workplace resulted in 20,790 injuries and 453 fatalities in 2018—well before COVID became a contributing factor to heightened customer emotions. Now, with evolving mask and social distancing requirements, headlines are filled with stories of combative customers throwing tantrums in retail spaces, attacking service providers like bus drivers, restaurant and grocery store workers and more. Organizations now face the challenge of not only delivering goods and services during a pandemic, but also discerning how to enforce rules and keep their employees and work environments safe from difficult and unruly customers. If you are asking your employees to ensure customers comply with facial covering and social distancing requirements, or have team members working the unpredictable front lines with direct customer interaction, this interactive seminar is imperative. In just 3.5 hours, learn strategies to avoid and de-escalate tension to keep your employees, customers and organization safe.

## What You'll Learn

- The pillars of patience to use during emotionally charged situations.
- Techniques for remaining calm when dealing with disagreeable and angry customers.
- Ways to master essential listening skills to increase your influence and earn credibility.
- Methods for recognizing trouble before it starts.
- How to explain requirements without increasing customer frustration.
- Tips for scripting verbiage to minimize the risk of offending customers.
- Proactive measures to prepare your customers in advance and avoid disagreements.
- Solutions for streamlining procedures to minimize service interactions.
- Best practices for defusing and de-escalating difficult customer personality types.
- Examples of what to do when tempers flare and customers act out.
- How to bring about resolution and restore the peace.