

Product Index

LearnKey®
Training

Calming Upset Customers



Calming Upset Customers

1 Session –

1-2 Hours of Interactive Training

Learn how to deal effectively with angry customers, clients, or colleagues. This carefully designed approach gives you the ability to work through conflicts and maintain calm in the work environment. You'll learn how to distinguish between a disturbed and upset customer, and how to work with each toward a positive outcome.

About The Author

This is a LearnKey course based on the book *Calming Upset Customers* by Rebecca L. Morgan. **Rebecca L. Morgan, CSP**, is a people-productivity expert. In addition to authoring three popular books, Rebecca has produced six audio cassette programs. She's been featured in *Home Office Computing*, *Sales and Marketing Management*, *USA Today*, *National Public Radio*, and *The Oprah Winfrey Show*. Rebecca has earned the designation of *Certified Speaking Professional (CSP)* which is conferred by the *National Speakers Association*. In 1993, when Rebecca received her CSP, only 214 people in the world-less than 7% of the 3200 NSA members-had earned this ten-year-old designation.

Session 1

Section A: Calming Upset Customers

- Introduction
- Course Overview

Section B: Why Customers Get Upset

- People and Systems
- Why Customers Leave
- Avoidable Upsets
- Key Fact

Section C: Responding to Upset Customers

- First Impressions
- Right Words
- Key Fact

Section D: Calming Your Customers

- Listening
- Calming Techniques
- The Telephone
- Reaching Agreement
- Key Fact
- Customer Satisfaction