



## Experts

1. Kantola .

## Dealing with the Irate Customer

Product Id (062919)

🕒 29m 49s | 📁 Personal Productivity | 📦 3 module(s) | 📶 All

It's hard to keep your cool when dealing with difficult or angry customers. After all, it's only human to get defensive and fight back—or cave in and give them whatever they demand. What you need instead is a plan.

The guidelines presented in this difficult customer video will help you calm angry customers. Once you bring them around, they're more likely to work with you to find a resolution that solves their complaint yet is fair to your organization.

A Certificate of Completion can be earned by scoring 80% or better on all Post-Assessments. A Badge can be earned by scoring 90% or better on all Post-Assessments.

## Course content

Expand all

Collapse all

Dealing With the Irate Customer	🕒 0 s	Open
<div>📄 Pre-Assessment</div>		
📄 Introduction	🕒 253	
Breakthrough Techniques	🕒 0 s	Open
<div>📄 Post-Assessment</div>		

#1: Transfer the Customer	324
#2: Take a Timeout	248
#3: Draw the Line	174
Review and Conclusion	0 s <a href="#">Open</a>
Review	203
Conclusion and Credits	47
Post-Assessment	

## Our Why

It's all about the "Why". At LearnKey that is Improving Employability Every Day. How we do that is through in-demand workforce solutions including career certification programs & learning solutions for every type of enterprise.

## Quick Links

[Blog](#)

[About LearnKey](#)

[Student Resources](#)

[Certification & Support Programs](#)

[Workforce Solutions](#)

[Brighton College](#)

## Contact Us

 Contact Information

35 N Main St.  
St. George  
Utah 84770  
USA

 Email

[clientservices@learnkey.com](mailto:clientservices@learnkey.com)