

Concentrate on the customer



The ability to manage customers and their concerns effectively is a key skill in any organisation. How you manage challenging encounters with your customers can be the make or break of a customer relationship with your organisation, your reputation and brand. This customer-focused pathway will give you the skills required to manage, communicate with and calm upset customers while effectively and professionally handling their concerns.

Upon completing this pathway you'll have the knowledge you need to formulate a plan of action and navigate difficult customer service interactions with poise and professionalism.

- Communication skills
- Listening skills
- Questioning skills
- Being assertive
- Difficult customer types
- Managing difficult customer techniques
- Negotiation skills

To help individuals and workplaces upskill and expand their capabilities to thrive in this environment, the Suncorp Learning Campus provides online access to thousands of training resources, sourced from the best content providers in the world.



Helping you improve your ability to navigate difficult customers and challenging conversations.

10 Minutes Advanced Difficult Customers

by Learning Planet (10 minutes)

Course overview: This 10 minute video provides tips and techniques to help deal with difficult customers. You will learn about de-escalation techniques, understanding emotions and ways to manage challenges. It is designed as an advanced training video, designed to stretch and push you.

Difficult Situations: Calming Upset Customers

by Chart Learning Solutions (7 minutes)

Course overview: Discover words to avoid and how to ensure angry customers feel like they are heard, feeling empathy and can see you are trying to find a resolution. The focus needs to be you and the customer against the situation. Learn how to implement a four-step model for calming upset customers.

Internal Customer Service

by Vado (10 minutes)

Course overview: In this course you will focus on the actions you can take to strengthen your relationships with internal customers to ensure the right work gets done at the right time for both individual and company success.

Quality Customer Service Skills

by Interaction Training (20 minutes)

Course overview: Customer service representatives may interact with customers face-to-face, over the telephone, or via technology. They will have to deal with the public, which will include the challenge of handling difficult or irate customers. In this course, we investigate the technical and social skills that are crucial to effective customer service.

Customer Service Over the Phone

by Vado (10 minutes)

Course overview: Great customer phone support has a positive impact on customer satisfaction and long-term customer retention. Those that implement what's required to promote a positive brand image and exceed customer expectations, experience greater professional success, at the same time helping both the customers and the company succeed.

Managing Conflict and Resilience In Action

by Elearning WMB (35 minutes)

Course overview: By the end of this module you will better be able to demonstrate what body language to avoid during conversations and techniques to use to deal with them and create rapport with customers.

How To Hold A Difficult Conversation

by Skills Hub (4 minutes)

Course overview: This course will teach you how to hold difficult conversations properly without making them awkward. Prevent a potential ill-feeling between you and your colleagues.

Handling Difficult Situations

by Creative Live (12 inutes)

Course overview: Even the best of us sometimes lose our cool and respond with frustration or rudeness. This course aims to prepare you for the most difficult situations, so you can uphold your commitment to customer satisfaction and turn even the most troublesome customer into a fan.

Handling the Difficult Customer

by Biz Library (16 minutes)

Course overview: In some workplaces, employees need to deal with difficult customers or clients - often for lengthy periods of time. Psychologist Peter Quarry explains that we need to understand why they are being difficult and explore alternative ways to effectively deal with them.

Dealing with Difficult People and Situations

by Sandler Admin (2 hours)

Course overview: This four-part course contains instructor-led videos to help you deal with difficult business situations. No matter what your position is in the organisation, you will have to deal with angry, upset or difficult people at some point. It's part of the job, but many people find it to be a stressful part of their day, which can lead to burnout unless there is an established, step-by-step process in place.

10 Minutes Difficult Customer Techniques

by Learning Planet (10 minutes)

Course overview: Learn how to engage with difficult customers in Learning Planet's fun and interactive microlearning modules! Take 10 minutes to view this engaging video, then finish the workbook to complete your learning experience.