KOENIG SOLUTIONS · COURSE OUTLINE

Customer Service: Complaint Handling & Difficult Customers

Learn to communicate clearly, resolve complaints and manage difficult customers while building lasting, loyal relationships.

16 Hours	9	28
DURATION	MODULES	TOPICS

COURSE OVERVIEW

This course provides essential customer service skills to enhance communication, problem-solving, and customer satisfaction. It focuses on building strong relationships, handling challenges effectively, and creating positive experiences that foster loyalty. Ideal for professionals seeking to improve interactions and deliver exceptional service, the program offers practical strategies to boost confidence and professionalism in customer facing roles.

WHO THIS COURSE IS FOR

This course is intended towards anyone working in customer service, sales or any other roles that interact with customers across all levels of hierarchy who are either starting in customer facing roles or looking to improve their skills

LEARNING OBJECTIVES

- Identify key skills that support great customer service
- Apply clear communication and active listening with customers
- Interpret body language during customer interactions
- Explain how to earn trust and personalise service
- Analyse customer problems to find the best solutions
- Compare types of difficult customers and how to handle them
- Apply techniques for turning bad situations into good ones
- Evaluate customer service performance using feedback and metrics

COURSE SYLLABUS

9 Modules, 28 Topics

01

Introduction to Customer Service

TOPICS

What is Customer Service? · Why Customer Service is Important · Key Skills for Great Customer Service

02

Communication Skills

TOPICS

How to Communicate Clearly · Listening to Customers · Body Language and How It Matters · Handling Tough Conversations

03

Building Strong Customer Relationships

TOPICS

Earning Trust with Customers · Creating Positive Experiences · Personalizing Your Service

04

Solving Problems and Handling Complaints

TOPICS

Understanding Customer Problems · Finding the Best Solutions · Dealing with Complaints and Negative Feedback

05

Keeping Customers Loyal

TOPICS

Knowing What Customers Want · Going Above and Beyond for Customers · Building Long-Term Loyalty

06

Professionalism and Good Service Habits

TOPICS

Staying Positive · Managing Your Time in Customer Service · Being Professional in Every Interaction

07

Handling Difficult Customers

TOPICS

Different Types of Difficult Customers · How to Handle Angry Customers · Turning Bad Situations into Good Ones

08

Advanced Customer Service Skills

TOPICS

Dealing with Complex Requests · How to Sell More to Customers · Using Technology to Improve Service

09

Measuring Success and Improving Service

TOPICS

How to Track Customer Service Performance · Using Feedback to Get Better · Always Improving Your Service

WHAT IS INCLUDED

Everything You Need to Succeed

- Koenig course material for every module
- Delivery by certified instructors and subject matter experts
- Hands-on exercises throughout the course
- Course completion certificate from Koenig

ABOUT KOENIG

Who We Are

Established in 1993, Koenig Solutions is a globally recognised training provider with 35+ technology partnerships, 5,000+ training programmes and a network of certified instructors and subject matter experts, supporting individuals and enterprise teams worldwide.

FLEXIBLE DELIVERY

Learn the Way That Suits You

Classroom Training | Live Online Classes (ILO) | Fly-Me-A-Trainer (FMAT) | Flexi (Self-Paced) | 1-on-1 Training

Ready to Get Started?

Talk to a learning advisor about schedules, group training and customised delivery.

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