Handling Difficult Customers and Emotional Resilience for Service Teams

Customer Service Management

Course Overview

Handling Difficult Customers and Emotional Resilience for Service Teams: a 5-day professional training course from LTC Consultants, delivered in-classroom...

What You Will Achieve

- Explain the core principles and current good practice in Handling Difficult Customers and Emotional Resilience for Service Teams
- Apply practical tools and techniques for Handling Difficult Customers and Emotional Resilience for Service Teams in your own organisation
- Analyse real-world scenarios and select the right approach with confidence
- Avoid the common pitfalls that undermine Handling Difficult Customers and Emotional Resilience for Service Teams in practice
- Build a personal action plan to implement what you have learned

Who Should Attend

Directors, senior managers, heads of department, team leaders and high-potential professionals preparing for greater leadership responsibility.

Course Outline

1. Foundations of Handling Difficult Customers and Emotional Resilience for Service Teams: principles, terminology and context
2. The business case: why Handling Difficult Customers and Emotional Resilience for Service Teams matters to performance
3. Core tools, frameworks and methods
4. Applying the tools: guided case study and exercises
5. Common pitfalls and how experienced practitioners avoid them
6. Working with stakeholders: communication and influence
7. Measuring results and continuous improvement
8. Personal action planning and course review

Upcoming Dates and Fees

DATES	VENUE	FEE (PER DELEGATE)
2 to 6 Nov 2026	Windhoek	**$1,550**
16 to 20 Nov 2026	Dar es Salaam	**$1,650**
23 to 27 Nov 2026	Gaborone	**$1,450**

7 to 11 Dec 2026	Kigali	**$1,450**

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Every delegate receives a Certificate of Attendance. Group and in-house rates available on request.