

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)
21 to 25 Sep 2026	Pretoria	\$1,395
5 to 9 Oct 2026	Harare	\$1,450
12 to 16 Oct 2026	Cairo	\$1,550

26 to 30 Oct 2026	Online	\$800
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

LTC Consultants

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