

Tips and strategies for dealing with difficult customers

- 1 Go prepared with their context and issues to conversations
- 2 Maintain your composure
- 3 Practice active listening
- 4 Empathize with the customer
- 5 Focus on solving the problem, not assigning blame
- 6 Communicate clearly and concisely
- 7 Be respectful of their time
- 8 Offer options and alternatives
- 9 Know when and whom to escalate to



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Consumer - The Boss (Essentials on Consumer Behaviour and marketing Strategies) Dr A Madeswaran,

State Consumer Action: Summary U.S. Office of Consumer Affairs,1975 **Financial Services Law and**

Compliance in Australia Gail Pearson,2009-03-18 This book provides an account of the overarching system for regulating all financial services in Australia including detailed analysis of the legislative framework The book is essential for those working in financial services for students and for those needing to understand the regime as a whole Federal Register

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Livingston,Jonathan Scott,1995 This text covers anti competitive agreements unilateral anti competitive practices and merger control Within each section the law and penalties of competition law are discussed A comparison of pre clearance systems in merger control between Europe and the UK is also covered Code of Federal Regulations, Title 16, Commercial Practices, PT. 0-999, Revised as of January 1, 2010 Office of the Federal Register (U S),2010-04 The Code of Federal

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Albany Law Journal, 1887 Cobbett's Parliamentary Debates, 1882 Press Summary - Illinois Information Service Illinois Information Service, 1978 Law Reports Great Britain, 1889 Maine Law Review, 1973 **The Law Reports** Incorporated Council of Law Reporting for England and Wales, 1882 Annual Reports on Consumer Policy in OECD Member Countries Organisation for Economic Co-operation and Development, 1974

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