



KEEP YOUR COOL WITH DIFFICULT CUSTOMERS

Do Difficult Customers Seem Impossible to Deal With?

- If so, you can change your interactions with customers. Here are some tips on making things less difficult: Acknowledge their concerns with empathy
- Let customers know you are there to assist them
- Ask the customer to provide specific information about the problem, rather than how they feel about the issue

More information on Customer Focus and other valuable resources is available to exempt employees and IT professionals via Learning on Demand.

Log on to the Learning on Demand app in myOhio to get started!