

Leadership Challenge

March 2020

KEEP YOUR COOL WITH DIFFICULT CUSTOMERS



Keep Your Cool with Difficult Customers

We are excited to share these videos as a developmental resource. Please share with employees eligible to participate in Learning on Demand (LOD) offerings. (Exempt employees with agencies participating in the Employee Development Fund (EDF), as well as all Information Technology (IT) professionals). Below is a selection of videos to aid in your learning journey.

	<p><u>Focusing on the Customer</u></p> <p><i>Recognize actions to make your organization more customer focused.</i></p> <p>Video: 3 minutes</p>
	<p><u>Being Customer Focused: Paying Attention</u></p> <p><i>Recall how to demonstrate to customers that they have your full attention.</i></p> <p>Video: 3 minutes</p>
	<p><u>Dealing with Difficult Customers</u></p> <p><i>Identify techniques for dealing with abusive or irate customers.</i></p> <p>Video: 3 minutes</p>
	<p><u>Creating a Customer-focused Organization</u></p> <p><i>This Challenge Series exercise considers the many ways that business organizations can serve their customers - internal and external.</i></p> <p>Challenge: 15 minutes</p>

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Thank you for supporting LOD.