

Keep Your Cool with Difficult Customers

Do difficult customers seem impossible to deal with?

We've all experienced difficult customer interactions, so 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

Targeted online learning resources are mapped to the State's customer-focus competency to help you broaden your skills and better assist your customers.



Learning on Demand provides an extensive range of learning content including online books on customer focus and customer value, interactive courseware, hands-on simulations, and a variety of other e-learning resources.

Explore the following resources to gain the insight and skills you need to enhance your professional development:

<u>Facing Confrontation in Customer Service</u>	Course	27 Minutes
<u>Communicating Effectively with Customers</u>	Course	30 Minutes
<u>Polishing Your Skills for Excellent Customer Service</u>	Course	24 Minutes
<u>Developing Your Customerer Focus</u>	Challenge	15 Minutes

To get started:

- Go to myOhio.gov
- Sign on with your OH||ID Workforce User ID and password
- Click **My Workspace**, then select **Applications**, and click **Learning on Demand**

Please review and adhere to your agency's training and development policies, procedures, and guidelines regarding the use of Learning on Demand resources and tools.