

# ARE YOU READY TO TRANSFORM HOW YOU DEAL WITH ABUSIVE CUSTOMERS?

A CCA CERTIFICATED COURSE

## OBJECTIVES

This new workshop is your pathway to more successful and productive conversations. By taking part, you will:-

- Discover new techniques that will empower you to navigate challenging discussions with confidence, leading to positive outcomes every time.
- Learn how to skilfully manage abusive customers and boost your confidence in every interaction.
- Explore the importance of active listening and hone your skills for a brighter and more harmonious conversation.
- Join forces with peers from various organisations, to hone your abilities and build emotional resilience.
- Learn how to de-stress, boost your skills and enhance your communication skills both personally and professionally.
- With the right skills and techniques, you will be empowered to take charge of the conversation and provide the appropriate emotional engagement, support and understanding.

**Create positive outcomes when dealing with conflict, abusive customers and confrontational conversations**

## DATES

Session 1: 11 September 2024  
Session 2: 25 September 2024

*Each session runs 1000-1200*

## FEE

CCA Member rate: £349 + VAT  
Group discounts: 4 for 3 places

## AGENDA

### SESSION 1:

Strategies and tactics for diffusing and resolving conflict situations

### SESSION 2:

Building mental and emotional resilience

*This programme is designed for advisors and team managers.*

TO BOOK CONTACT:  
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VIRTUAL CERTIFICATED COURSE

## TESTIMONIALS

The sessions were brilliant!  
Emma shared so many techniques that I feel will really support and enhance the confidence of call takers dealing with challenging customers.

The testimonials Emma shared really brought to life how important it is to build resilience not only in the workplace but through day to day life as well.

**Learning & Development Advisor -  
Coventry Building Society**

I thought it was really useful to hear from others that are in a similar position to me and their perspective on how they have not only dealt with abusive customers but also helped others to do the same.

**Specialist Customer Care - Barclays**

I will certainly be recommending this course to all – best training for a very long time!

**Training & Knowledge Specialist -  
Fexco**

## ABOUT THE COURSE LEADER: EMMA BELL

Emma Bell, a former top-ranked employment lawyer and judge, litigated over broken work relationships for nearly twenty years. Emma is now an expert facilitator and coach who enables business leaders to develop a personal system for building confidence and presence so that they can be remarkable in every interaction.

Emma delivers with clarity, common sense and passion and talks on all topics related to resilience, including how to build and maintain mental and emotional resilience, and how clarity of purpose can bring meaning to our lives.

