



# Dealing With Difficult Clients & Customers

Length: 1hr .

Delivery modes: Onsite & Virtual Presentation; Pre-recorded tutorial.

Details: Challenges are often opportunities in disguise. Satisfied customers are the bread and butter of successful companies. Repeat business plus word of mouth marketing are very powerful ways to build and maintain Reputation, Profitability & Market Share. It's therefore imperative to empathise with the clients' position, knowing that they could hold the key to success and breakthrough.

This presentation is filled with smart emotional intelligence and psychological tips, on how to turn difficult clients into a loyal customer base. These techniques are especially useful in times of uncertainty.

Content includes:

- Increase Self Awareness - minimizing unnecessary reactions
- Build Customer Engagement
- Develop Empathy and Compassion
- Create A Positive Mindset/Emotional States
- Turn Challenges into Opportunities

Connect with WORKBLIS to discuss requirements - [hi@workblis.com](mailto:hi@workblis.com)

*This is a holistic wellbeing presentation, and is not intended to be taken as, or replace medical advice. For personal issues concerning health, participants are advised to conduct their personal research before making lifestyle changes, or seek the services of their chosen health professional.*