

12<sup>th</sup> Date of the  
Month (Year 2019)

## Handling angry and difficult callers

Duration: 1 Day or 2 Days

Audience: Call center customer service agents and support staff who deal with angry callers on a regular basis.

### Handle Angry, Difficult & Irate Callers (For Call Center Managers)

- Teach agents how to diffuse angry callers professionally
- How to handle irate & shouting callers more confidently
- How to turn a high emotionally charged call into a more calm logical conversation

Engaging, effective and fun training for call center agents.



Slides



Exercise sheets

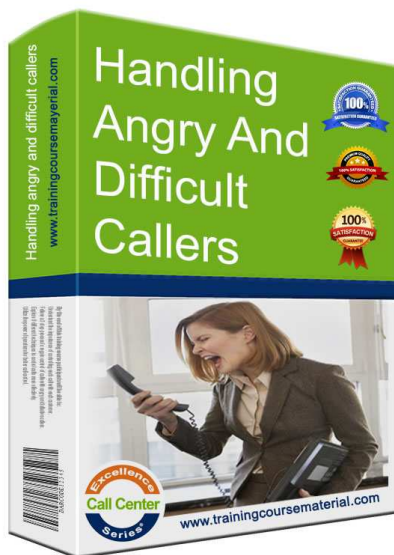


Workbook



Job aids and  
useful forms

- Follow the well-structured format powerful training
- Enliven with numerous activities to tackle fundamental key points
- Logically structured standalone modules
- Take charge of developing your agents
- Pick out key learning points & Energize team meetings or huddles to stress on & develop specific skills.



### Overview

It's no fun being on the receiving end of a frustrated angry shouting caller who just had a bad customer experience and out to get his/her revenge, particularly when the caller's issue was not even your fault in the first place.

This one day program will help you teach call center agents a simple but powerful 3 step process. Using this process, agents will be able to calm angry callers down and regain and maintain control of the call and handle the situation confidently and professionally.

Agents will be able to diffuse the angry caller's strong emotions, bring the focus back to the issue and concentrate on working together collaboratively to resolve his/her problem.

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## Course objectives:

### ***By the end of this training course participants will be able to:***

- Understand and follow a 3 step process for handling angry callers.
- Discover the importance of fixing the caller first before fixing the problem.
- Understand the value of complaints and how the best caller experiences can come out of the worst service break downs.
- Explore the value of being resilient and having ownership of callers issues and problems.

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## Outline of topics:

### **Introduction: Angry callers and their expectations**

- ✓ Introduction
- ✓ Callers and their expectations
- ✓ The service recovery paradox
- ✓ A complaint is a gift

### **Step 1: Fix the caller before the problem**

- ✓ Fixing the caller first
- ✓ Listen and reassure the caller
- ✓ Acknowledge the caller's anger
- ✓ Move the angry caller to the logical side of the brain

### **Step 2: Take Ownership of the angry caller's problem**

- ✓ Showing ownership versus finger pointing and scapegoating
- ✓ Language that engages callers
- ✓ Avoid callers hot buttons
- ✓ Use winning words and phrases

### **Step 3: Deliver +1**

- ✓ Apologizing and coming up with a balanced solution to the caller's problem
- ✓ Deliver +1
- ✓ Post call follow-up and the importance of having resiliency
- ✓ Coping with a highly stressful customer service role.

### **Competitive review game - *An Exciting review challenge (Power Point Game)***

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### **The Training package includes:**

- Group exploration and facilitator-led discussions
- Best practice theory exploration
- Practice exercises
- **Participant Reference Workbook**
- **PowerPoint Slide Presentation**

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