



Handling A Difficult Customer

SEHG-WPE-3329 · Business · approx. 5 min seat time · English · 100% online, self-paced

Accreditation & industry alignments: none verified on record — institutional accreditor mapping pending

COURSE DESCRIPTION

Workplace Essentials course covering handling a difficult customer. Self-paced lessons with applied exercises.

WHO THIS COURSE IS FOR

Working professionals, team leads, and career-changers who want practical, job-ready Business skills — no prior coursework required. Teams and organizations can enroll groups for consistent, measurable upskilling.

WHAT'S INCLUDED

- 1 clock hour(s) of self-paced online learning
- 12 course modules
- 5 instructional videos — 5 minutes of total video runtime
- This syllabus (PDF), downloadable for reference
- Official SEHG Certificate of Completion upon finishing the course
- Language editions: English · Español

Delivered 100% online and self-paced in the SEHG learning platform. This section lists the materials currently delivered for this course.

MODULE MAP

- **Module 1 — Introduction**
 - Course Objectives
- **Module 2 — The Right Attitude Starts with You**
 - Be Grateful
 - Make Gratitude a Habit
 - Keep Your Body Healthy
 - Invoke Inner Peace
- **Module 3 — Stress Management (Internal Stressors)**
 - Irritability
 - Unhappiness With Your Job
 - Feeling Underappreciated
 - Not Well Rested
- **Module 4 — Stress Management (External Stressors)**
 - Manage Your Work Space
 - Loud Work Environment
 - Co-Worker Relations
 - Demanding Supervisor
- **Module 5 — Transactional Analysis**
 - What is Transactional Analysis
 - Parent

- Child
- Adult
- **Module 6 — Why Are Some Customers Difficult**
 - They Have Truly Had a Bad Experience and Want to Vent
 - Want Someone to be Held Accountable
 - They Have Truly Had a Bad Experience and Want Resolution
 - They are Generally Unhappy
- **Module 7 — Dealing With the Customer Over the Phone**
 - Listen to the Customer's Complaint
 - Build Rapport
 - Do Not Respond with Negative Words or Emotion
 - Offer a Verbal Solution to Your Customer
- **Module 8 — Dealing With the Customer In Person**
 - Listen to the Customer's Concerns
 - Build Rapport
 - Respond with Positive Words and Body Language
 - Aside From Words
- **Module 9 — Sensitivity in Dealing with Customers**
 - Customers Who are Angry
 - Customers Who are Rude
 - Customers with Different Cultural Values
 - Customers Who Cannot be Satisfied
- **Module 10 — Scenarios of Dealing with a Difficult Customer**
 - Angry Customer
 - Rude Customer
 - A Customer From Another Culture
 - An Impossible to Please Customer
- **Module 11 — Following up With a Customer Once You Have Addressed Their Issue**
 - Call the Customer
 - Send the Customer an Email
 - Mail the Customer a Small Token
 - Snail-Mail a Handwritten or Typed Letter
- **Module 12 — Assessment**

COMPLETION & CERTIFICATION

Completion-based: a certificate of completion is issued after all course videos have been viewed.
The certificate of completion is non-credit. This course does not currently carry academic credit or CEUs.

OFFICIAL SEHG CERTIFICATE

Graduates receive the official Synergy University Education Certificate of Completion — issued by the Office of the Registrar with a unique credential ID, shareable to LinkedIn and verifiable online.

Every certificate carries a unique credential ID — verify at:

SynergyEducation.AI/verify

SUPPORT, ACCESS & POLICIES

- Support: CEO@SynergyEducation.AI
- Accessibility: ADA/WCAG 2.1 AA-first delivery; accommodations available on request.
- Academic integrity and refund policies: per SEHG student handbook.

Enroll Today

Tuition per learner (Essentials tier) — enroll online with the course code below.

\$49 · SEHG-WPE-3329 · SynergyEducation.AI

Also available: instructor-led workshop kits for teams — in-person training agendas, playbooks, and facilitator materials built on this course. Contact CEO@SynergyEducation.AI.