

HOLLY STIEL PROGRAM DESCRIPTIONS

Working with Challenging Customers

It's easy to be nice when all is going well, but the real challenge in service is in learning how to deal with that small percentage of customers that trigger negative emotions that cause us to act out in anger, frustration, and annoyance. Learn the traps of having to be right and how this subtle interaction causes everyone to lose. Learn to recognize the power of your choice—*you can change the outcome of any interaction.*