

Psychology of The Angry Customer

Defusing Angry Customer Training: Part 2, Session 2: Analyzing The Case Study

In this video, we do a quick analysis of the angry customer and whether he was handled well, from the previous lesson. And, you'll learn two of the most important principles for dealing with angry customers. [To view part one where you can observe both the incredibly angry customer and how he was handled or mishandled, go here.](#)

For a list of completed modules in this defusing hostile customers training course click [here](#).

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