

Using Online Angry Customer Videos To Learn

Video 03: Why Should I Learn Defusing Angry Customer Skills?

A question I often get is "**Why should I (meaning the customer service rep) go out of my way to learn how to deal with angry customers?**" There's no question that recovering from customer service problems is important for businesses, and in customer retention, but what about for the customer service staff, who get paid the least of employees, and bear the brunt of customer wrath?

What's In It For YOU To Learn Customer Defusing Skills?

In this short video, part of our free online course on dealing with angry customers, we explain why it's to your benefit to learn these skills. From your viewpoint, we'll look at "what's in it for you", to develop these skills.

Unique solution ID: #1110

Author: Robert Bacal

Last update: 2013-05-08 08:47