

# Using Online Angry Customer Videos To Learn

## Can I Use Videos To Get Better With Angry Customers?

Yes. Of course there's professionally produced videos designed for just that purpose, but one problem is they are hugely expensive. So, here's a great alternative we can help you with.

### Free Online Videos

There are a lot of free online videos (for example, on YouTube), that are usually posted for non-learning purposes, and more for entertainment. Often they portray an angry customer going ballistic or doing rather intense things. We can, and will use those as a basis for mini-tutorials here, although you can follow our process on your own.

We'll be making available a number of just such videos, along with "exercises" you can do to sharpen both your skills and knowledge about dealing with difficult customers.

If you choose to work on your own, though, and hunt down your own videos of angry customers, look for videos that show the behavior of the employee who is/was interacting with the angry customer. That's because you need to focus on what you can control, and of course, that's YOUR behavior when dealing with tough situations.

### Here's How We're Going To Do It

We'll post videos individually in the section: insert

For each video, you will be able to answer the questions and exercises we pose for that video. You can do so on your own, but if you prefer, respond to the questions on our site, so others can comment.

Ready to start? Here's the first angry customer video ([Video Tutorial: Understanding Customer Anger](#))

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