



DEALING WITH DIFFICULT CLIENTS

“You don't compete on price. You compete on relationships” - Patricia Fripp

Many a night's sleep has been lost thinking about a difficult client. Some of your clients are easy to please and delightful to talk to. But you can likely think of some clients who are relentlessly difficult.

Difficult clients have an uncanny knack of getting concessions to soothe them. These concessions can be very costly. I know one organisation where they offer a discount every time a client complains. Guess what? The clients always find a complaint. This course was designed by an organisational psychologist. Previous participants have remarked that the course has provided useful psychological tools to build instant boundaries and professional standards with difficult clients.

Key Course Content:

- Stay calm under pressure to defuse tense client interactions.
- Set firm yet respectful boundaries to maintain professionalism.
- Listen actively and validate concerns without overpromising.
- Stay empathetic but don't concede to unreasonable demands.
- Use clear, confident language to assert policies and expectations.
- Redirect negativity toward practical solutions and next steps.
- Recognize manipulation tactics and respond with consistency.
- Avoid rewarding bad behaviour to prevent repeat issues.
- Know when to escalate to protect time, energy, and resources.



Target Audience:

Managers and Staff



Duration:

This course is available as a 1-day course or a truncated half-day course.



Delivery:

This course can be delivered both in-person or virtually. For virtual delivery, we can use our virtual platforms or your organisations.



Group Size:

We recommend a group size of 4-10 people.



Get a Quick Quote:

Let us know if you would like an obligation free quote for your organisation.