

# UNITED COMMUNICATION SOLUTIONS

## DEALING WITH DIFFICULT CALLERS

It is important to provide the best customer service possible while dealing with all callers, even the difficult ones. Building trust with the caller and finding a way to calm them or de-escalate the situation can be a challenge. This class will give you the skills to deal with some of the most difficult callers you will encounter, how to continue providing excellent customer service, get the answers you seek, and leave the caller feeling comfortable when you disconnect.

Course topics include:

- Types of callers
- Customer service expectations
- Impact of customer service on the caller and agency
- De-escalation techniques
- Calming techniques
- Building trust with the public

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**Are you interested in hosting this seminar?**

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AND SCHEDULE A SEMINAR**

**<http://unitedcommsolutions.com/seminars/hosting-a-course>**

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**UNITED COMMUNICATION SOLUTIONS, LLC**

**1-800-674-1024 | [INFO@UNITEDCOMMSOLUTIONS.COM](mailto:INFO@UNITEDCOMMSOLUTIONS.COM)**