

**CUSTOMER SERVICE SUCCESS WITH ANGRY
AND CHALLENGING CUSTOMERS! HOW TO GET TO WIN WIN!**

A Webinar Presented For Your Organization

By

Larry Robbin

Executive Director of Robbin and Associates

Over 45 Years of National Workforce Development

Training and Consulting Experience!

Trained More Than 100,000 People, Over 500 Conference Workshops

Presented More Than 300 Webinars!

larry@larryrobbin.com www.LarryRobbin.com

Today's customers are dealing with the trauma of the virus, the frustration of a seemingly never ending job search as well as many other powerful issues and emotions that justifiably can make many of them short tempered and angry. Serving these customers effectively goes beyond our standard approach to customer service. We need to understand their perspectives and experience and integrate it with specially designed customer service strategies that will enable us to work together.

Because workforce staff have not been trained in state-of-the-art customer service strategies for working with angry and challenging customers, even well meaning staff can do things that inadvertently increase the anger and frustration of these customers. This webinar includes important information about things we do that can trigger customer anger so you can learn how to avoid making these serious mistakes. Learn about the different sources, types and degrees of anger so you can improve how you relate to people. Whether you work with people on the phone, through Zoom or in-person, these strategies will help you deescalate customer anger and frustration and also help you avoid burning out.

The webinar takes the best practices from the private sector, nonprofits, public institutions and the workforce system and combines them into a new way to deliver customer service so you and your customers can get to that win win place where real progress can be made. If you want your customers to have the best experience in your program so they can make the most employment progress possible and lower your own stress and frustration at the same time, you need to bring this webinar to your program now!

INTRODUCING THE WEBINAR PRESENTER

Larry Robbin, Executive Director of Robbin and Associates, is a national trainer, consultant, program designer and keynote speaker in the workforce development field. Larry has over forty-five years of experience in workforce development and is widely regarded as a national expert in the field. His clients include America's Job Centers, government agencies including the Department of Labor, nonprofits, schools, social service programs, businesses and many other entities. He has trained more than 100,000 people, presented at over 500 conferences and done more than 300 webinars. Larry trains on hundreds of topics. He has played a key role in the design of more than 150 programs and projects serving many different populations of individuals dealing with multiple and severe barriers to employment.

Larry has many years of experience as a consultant and trainer in the private sector. Improving customer service is one of his specialties. He has worked Fortune 500 companies, mid-size and small business and provided training to their employees about how to work with angry and challenging customers. He has also worked with many other types of organizations including mental health programs, programs serving people with post-traumatic stress disorder, programs serving people who are homeless and people in reentry to help their staff develop the skills they need to serve people that may be angry and difficult to serve because of the circumstances they are dealing with. Larry uses all of this experience in this unique webinar to help workforce staff get the skills they need to serve angry and challenging customers. For more information about Larry go to <http://www.LarryRobbin.com>. To contact him about this webinar and to get a list of the many other webinars he provides, Larry email <mailto:larry@larryrobbin.com>.