

## Handling Negative Comments and Attacks From Customers

Live Webinar March 4, 2015 • 1:00 PM - 2:00 PM ET

Disrespectful callers got you down? Learn techniques that will help you bounce back, so you can be on your game ... every time.

### Comments from other Lorman programs:

*“I thought the information presented was done very well and helped me to understand more about the topic. The Live Webinar was very convenient and allowed me to participate right from my office. It was wonderful!” —Tiffany Evans*

*“I enjoyed the speaker and appreciated the hands-on reference material. The use of specific examples made things very clear.” —Joan Varel*

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We have more than 26 years and 1.4 million customers worth of experience providing continuing education. Our passion is providing you world-class training to help you succeed in business and as a professional.

Over time, fielding telephone calls from irate, disgruntled, disrespectful and abusive customers can be hazardous to your health and well-being. Not only can specific calls from rude callers push our buttons and get under our skin, but the cumulative effects of such calls can erode our self-esteem, scar our confidence and compassion for other callers, and make a hard job tougher, if we let it.

Handling negative comments and attacks from customers provides you and your team with strategies to maintaining your equilibrium, supporting each other and minimizing the damage of any particular caller. You will learn physical, mental, and emotional strategies. Discover the tools for protecting and fortifying yourself, putting negative comments into perspective and maintaining a positive self-image despite the stress and pressure that accumulates from toxic customer interactions.

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### Live Webinar Registration

Live Webinar ID: 395934

March 4, 2015

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Call **866-352-9539** or

[www.lorman.com/ID395934](http://www.lorman.com/ID395934).

Printable registration form available upon request.

Can't Attend? Audio & Manual package available online.

## Agenda

### Physical Techniques to Keep You Calm, Focused and Effective

- Breathing Techniques to Calm Self, Quell Nerves and Maintain Poise
- Voice Techniques to Lower Your Blood Pressure and Keep Yourself Cool
- Posture for Sitting and Standing, Ergonomic Approaches
- Physical Remedies to Frustrating Phone Interactions

### Creating a Safe, Supportive Work Environment

- Assembling Your Phone Rep Tool Kit
- Allies and Accountability Buddies at Work
- Breaks, Hydration, Nourishment, Quiet Time and Approaches to Pacing Yourself
- Peace and Tranquility the Feng Shui Way

### Psychological Approaches to Success

- Mantras, Affirmations and Motivational Devices
- Rituals and Rewards
- How to Leave It at Work

**General Information:** Includes free downloadable manual with attendance. This live webinar may be recorded by Lorman Education. If you need special accommodations, please contact us two weeks in advance of the program. Lorman Education Services is not approved to offer self-study CPE credit for accountants; therefore, no CPE will be given for this program if ordered as a self-study package. ©2014 Lorman Education Services. All rights reserved.

**Cancellations:** Substitute registrants can be named at any time. A full refund, less a \$20 service charge, will be given if notification is given six or more business days in advance. Notification of less than six business days will result in a credit that can be applied to any Lorman products or services. If you do not cancel or attend, you are responsible for the entire payment.

## Faculty

### Craig Harrison

- Founder of Expressions of Excellence!™, a full service training firm
- Provides sales and service solutions for organizations, and communication and leadership skills for individuals
- Wrote, Stellar Service: Merge NOW with WOW to Win Customers for Life! ([www.mergenowwithwow.com](http://www.mergenowwithwow.com))
- Wrote a series of books on communication and leadership, a pocketbook on leadership, three tips booklets, a CD, and hundreds of published articles on sales and service, communication, leadership, excellence and more
- Founding president, Pro-Track Speakers Academy of National Speakers Association - Northern California chapter
- Interviewed John Wooden, Sully Sullenberger, Harvey Mackay, and been interviewed by 60 Minutes, BBC Radio, and Financial Times of London
- Past president, International Customer Service Association of SF Bay Area – Silicon Valley
- B.A. degree, University of California at Santa Cruz
- Can be contacted at 510-547-0664, [craig@VoiceOfCustomerService.com](mailto:craig@VoiceOfCustomerService.com) or [www.ExpressionsOfExcellence.com](http://www.ExpressionsOfExcellence.com)

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