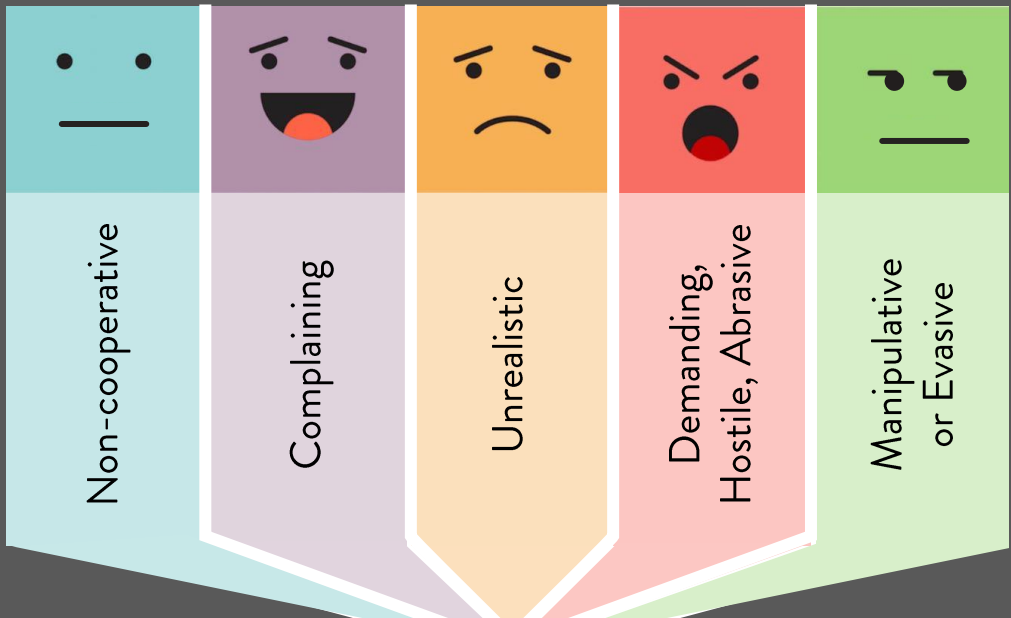


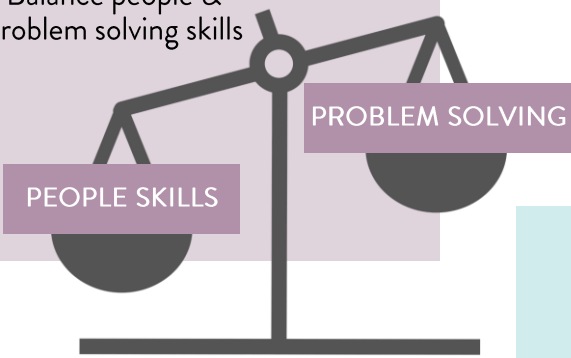
CHALLENGING CUSTOMERS

Common Characteristics



REMEMBER THESE TIPS:

Balance people & problem solving skills



Maintain safety & security



Listen carefully



Stay calm & professional



I can relate to that.

How can I help?

Acknowledge & empathize



Avoid barriers

For more information on this 1.5 hour live webinar, please contact Julie at 248-875-4248 or email jgieral@learningdesigns.com.



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