SOFT SKILLS AND WORKPLACE COMMUNICATION

Difficult Customers and Complaint Resolution

Listen to complaints, de-escalate tension and agree on a clear resolution within your remit.

4 sessions × 1.5 hours · 6 hours · 690 AZN. Prices may change depending on current conditions.

Who is it for

For customer service, reception, after-sales support and operations professionals.

Programme purpose

Practise empathy, fact-finding, explaining boundaries and following up in service conversations. The focus is protecting the existing customer experience.

By the end you will be able to

- You will have response scripts, an escalation map and a customer follow-up template.

Practical assignments

- We will build two complaint scenarios and escalation criteria for your sector.

Session plan

01 Session 1: listening to complaints and separating facts

02 Session 2: de-escalation and empathetic response

03 Session 3: solutions, boundaries and escalation

04 Session 4: customer dialogue simulation and follow-up

Final practical output

You will have response scripts, an escalation map and a customer follow-up template.

Assessment and feedback

The final practical work receives trainer feedback on fit to a real or sample situation, clarity of reasoning and actionable next steps.

Training format

Individual live online training only: one participant and one trainer. 4 sessions × 90 minutes (360 minutes total). Zoom / Google Meet; schedule agreed individually.

Topic references

World Economic Forum — Future of Jobs 2025, Skills Outlook: https://www.weforum.org/publications/the-future-of-jobs-report-2025/in-full/3-skills-outlook/

References inform the topics; AİTM does not claim accreditation by these organisations.

Contact and enrolment
Aseto İnkişaf Təlim Mərkəzi (AİTM) · Bakı, Azərbaycan
+994 10 389 39 29 · custom@aitm.az · aitm.az
https://aitm.az/en/individual-online-training/difficult-customers-complaint-resolution