

# Dealing with Difficult Customers

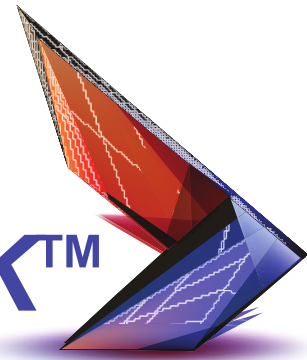


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# Conflict

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**Conflict:** A state of being that occurs over a prolonged period of time, during which issues are not addressed, thereby adding to dissonance.

## Two Main Types of Conflict

**Reaction Styles:** *(Identify your "go to" style)*

## Essential Conflict Resolution Skills

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Listening

Social Poise

Negotiation / Persuasiveness

Self-Confidence

Honesty / Objectivity / Tact

Diplomacy

Patience

Assertiveness / Tolerance

Enthusiasm / Energy

Organized Thought Process

\*\* Identify your natural strengths and weaknesses

## Strategies for Improved Communication

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## Assertive Responses

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### SAGE

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**S -**

**A -**

**G -**

**E -**

## Giving Negative Feedback

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## Want More Information?


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Check out my website at:  
[www.on-the-right-track.com](http://www.on-the-right-track.com)

or

[www.DealingWithDifficultPeople.org](http://www.DealingWithDifficultPeople.org)

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