

# Are these **angry** customers upsetting your staff?

Aggressive, angry, and emotional customers are creating major issues for frontline customer service teams. Do some of these angry customers seem familiar to your or your team?



## The Hostile Customer

Volatile and threatening. Uses physical intimidation instead of meaningful verbal discourse.



## The Know-It-All Customer

Condescending and dismissive, the "KIA" never listens... but won't take your advice either.



## The Defensive Customer

Biased, opinionated, and rejects the fact they may be incorrect. Easily triggered.



## The Anxious Customer

Frustratingly negative and fearful. Often triggered by things that haven't happened yet.



## The Argumentative Customer

Has to be "right", even when they're not. Loves to argue, even when there's no reason.



## The Entitled Customer

Condescending and patronising. Acts like the world owed them everything.



## The Foul Mouth Customer

Used bad language and abusive communication to shock and manipulate.



## The Never Happy Customer

Complains frequently and is impossible to please. Often has a hidden driver for their actions.



## The Serial Complainer Customer

Loves finding flaws and playing the victim. Will continue to argue the point after you've fixed it.



## The Ranter Customer

Loves delivering an abusive, non-sensical verbal overload. Frequently set to "attack" mode.



## The Silent Objector Customer

Loves passive-aggressive strategies. Uses silence and inaction to manipulate a situation.

## Three Powerful Tips to Help You Better Handle Angry Customers

**Use language to validate the customer's emotions.** This will make them more aware of the impact their emotions and actions are having on other people.

**Defuse the customer before addressing the problem.** Their emotional reaction will probably be clouding their ability to communicate.

**After a negative customer interaction, step aside and reset your own emotions.** Take a few deep breaths and intentionally release the negative energy from your mind.

## Customers

## Have Never Been More Demanding

Inflation, the pandemic, and other social forces are making it harder to resolve customer complaints.

We provide "angry customer" and PD courses customized specifically for your industry:

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- Local councils
- Schools & unis
- Medical
- Allied health
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