LEARN FOR LIFE

Skill Set

SIRSS00022

MANAGE DISRESPECTFUL, AGGRESSIVE OR ABUSIVE CUSTOMERS

Program Overview

Funding: Career Boost

Duration: 6 months

Method: Online, RPL

Payment: Upfront

What can I expect?

This Skill Set is designed for individuals working in customer service roles who want to develop practical strategies for managing challenging customer behaviours. You will learn how to respond professionally to disrespectful, aggressive, or abusive interactions while maintaining personal safety, following workplace procedures, and delivering effective customer service.

This skill set is particularly valuable for those working in retail and customer-facing environments, helping you build confidence in handling difficult situations and creating positive outcomes for both customers and businesses.

Pathways

Achievement of this unit of competency may provide credit towards a range of qualifications across various training packages.

Nationally Recognised Training

Skills Assure

Proud to be a Queensland Government subsidised training provider

Course Details

Total Number of Units: 1

Mode of delivery

Online, face-to-face, blended

Units

- SIRXCEG008 - Manage disrespectful, aggressive or abusive customers

Entry Requirements

There are no entry requirements.

More information

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