



Toxic Client: Knowing and Avoiding Problem Customers

Garrett Sutton

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Not every client is a good client!

Learn how to avoid problem clients that are more trouble than they're worth...

To succeed in business you must learn how to recognize and avoid the Toxic Client. With useful stories everyone can relate to, *Toxic Client* will show you how to handle the problem customers.

In that first flush of life as business owners, we often say “Yes” to anyone who wants to hire us. We think the most important thing is establishing a client base. As long as we’re getting hired, that’s a good thing, and it’s all that matters.

But after a while, we learn an important truth: Not every client is a good client. In fact, some of them are truly toxic — they contaminate our business environment and breed negativity about the work, they infect employees by lowering their morale, they exhaust and debilitate our energy reserves, and they drain our coffers.

Toxic Client: Knowing and Avoiding Problem Customers will teach readers how to:

- Deal with Angry and Lying clients
- Engage in Active Listening to spot potential trouble
- Identify Freeloaders and Troublemakers
- Stay clear of clients with Alcohol, Drug Use and Entitlementia issues
- Dismiss and Avoid Toxic Clients

The book features a Bonus Section on using Collection Agencies, Mechanics’ Liens and Small Claims Court to get paid for your e orts.

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