



Dealing with Difficult People and Situations

Aims

This course provides participants with strategies and skills to use in difficult situations. Looking at how and why difficult situations arise, participants will be better equipped to make choices in their response and achieve a positive outcome.

Objectives

By the end of this course you will be able to

- Understand why difficult situations arise and become better equipped to make decisions
- Identify a methodology to improve and exceed internal and external customer expectations
- Understand why people behave in certain ways and identify different personality types
- Develop techniques to enhance your interpersonal skills

Who Should Attend

This course is aimed at any individual who wants to improve their customer service skills by dealing with difficult people and situations effectively.

Course Content

- Human behaviour
- Our own behaviour and other personality types
- What angry people really want and what we can give them
- Projecting the right image
- Bullying and how to handle it
- Mistakes we can make when dealing with difficult situations
- Body language guidelines-how to read what's not being said
- Viewing 'problems' as challenges
- Assertiveness techniques
- How to develop inner strength
- Top tips on how to survive conflict
- Techniques and strategies tool kit

Duration

1 Day