

Dealing with Difficult People

Course description

This dealing with difficult people course helps identify difficult personality types and how to deal with them effectively and provides the skills necessary for dealing with hard-to-handle people.

This course suits

Front line staff who wish to improve their skills at handling difficult people in challenging situations.

What delegates will gain from the course

- Recognise classic profiles of difficult people and strategies for handling them
- Pre-empt challenging situations and avoid escalating them further
- Recognise personality types with which you may clash- Handle aggressive behaviour
- Calm angry, upset and unresponsive individuals

Timetable

09:30 - 10:00 Coffee & Course Objectives

10:00 - 11:00 A Difficult Exercise

11:00 - 11:15 Coffee

11:15 - 11:45 Identifying Customer Types

11:45 - 12:15 Customer Types - Behaviour

12:15 - 13:00 Strategies for Dealing with the Different Customer Types

13:00 - 13:45 Lunch

13:45 - 14:30 Why Does a Customer Complain?

14:30 - 15:00 Dealing with Complaints

15:00 - 16:15 Complaint Recordings
(Includes working coffee break at 15:30)

16:15 - 16:30 Assignment

16:30 Summary & Action Plans Agreed