

Demanding customers can be both positive and negative. The difference depends on your ability to identify and handle these demands, resolve them appropriately, and learn from the process. Participants complete a questionnaire prior to the course that will provide them with confidential information about their likely reactions about and feelings towards conflict. Resolving difficult situations improves relationships, builds respect and enables future business to be conducted. Delegates will gain an understanding of how handling difficult customers can produce positive results and effect change. This interactive workshop will provide you with:

- Interpreting the results of your questionnaire and relating them to how you feel and react about conflict
- Key approaches for resolving difficult customers: face to face / phone
- Identifying difficult behaviour resulting from substance abuse
- Strategies and skills to resolve conflicts with individuals and groups
- Body language and its impact – yours and theirs

## Who Will Benefit?

Those who want to establish more effective ways to handle difficult customers

## Course Outline

- How to anticipate typical sources of disagreement
- Conflict resolution models and their benefits and limitations
- Using the right resolution approach based on the situation
- Identifying your strengths and weaknesses in resolving conflict
- How your style of handling conflict helps or hinders your ability to manage conflict
- How to remain positive when dealing with difficult customers
- Techniques for dealing with angry people whilst remaining personally safe
- Understanding the impact of body language
- Controlling your body language to positively impact in situation
- How to remain assertive when handling difficult customers
- Recognising the signs of substance abuse
- Understanding what to do when behaviour is the result of substance abuse
- A personal plan for improving your own approach to handling conflict

## Duration

1 Day

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