

## *Dealing with Difficult Clients, Colleagues and Situations*

*A one day workshop to help you understand and manage difficult client, colleagues and situations.*

### **OVERVIEW**

This practical workshop develops skills for people so that they have the ability to lead difficult individuals out of unproductive situations to improved performance and better working relationships. You will be able to develop techniques and strategies to anticipate problem people and confront them assertively and stop trouble from escalating. You will develop vital observation and communication skills and address confrontation for co-operation and resolve conflict. Through a series of group exercises, theoretical situations, case studies and discussions, you will learn ways to manage difficult situations and people. This workshop presents attendees with key skills to develop strategies to feel confident with anyone and to achieve better outcomes when dealing with difficult people, clients and in any situation..

### **This workshop covers the following:**

- Things that typically annoy your clients
- Valuing differences of people in the workplace
- What motivates some people but not others
- Developing effective communication
- Observing difficult people through observing clients and customers
- Assess your options and plan to overcome problems
- Identifying the difference between passive/assertive/aggressive
- Questioning/listening skills
- Confronting people – not avoid
- Helping people deal with change
- Working for co-operation
- Being objective
- Negotiating solutions
- Taking the heat out of the situation
- Managing how to calm an upset person down
- Ways to deal with abusive customers
- How to control your feelings
- Stress management techniques

Participants will be encouraged to email an example of a difficult client, colleague and situation they have experienced or are currently experiencing before the workshop. These examples will be used anonymously during the workshop.

Each participant receives a workbook filled with good ideas and practical exercises.

## **COURSE METHOD**

Our trainers are effervescent, with years of experience in customer service and sales roles. They use a range of training methods with a strong focus on incorporating different learning techniques to ensure the success of each training event. Our training is highly interactive. Small class sizes allow for maximum learning. Personal coaching is available.

## **IN HOUSE TRAINING**

We can come to your organisation and tailor the program to meet your people's particular needs. Acorn also has a range of customer service programs and other communication skills programs. Each of these can be tailored to suit your people's skills level and type of work. We have helped organisations from a wide range of industries. Please call John Gleeson to discuss your requirements.

## **TESTIMONIALS**

“Open discussion, interesting material” – Samantha Reichstein, AMSA

“The quality of the presentation/workshop plus all the additional info. Also Sue is a great teacher.” – Colleen, Defence

“Open and honest discussion due to the smaller group. I really enjoyed this training. It was timely, interesting and entertaining.” – Malama, HR Officer

## SCHEDULE – Dealing with Difficult Clients, Colleagues and Situations

<b>9:00am</b>	<b>WELCOME AND ICEBREAKER</b>
<b>9.15am</b>	<ul style="list-style-type: none"> <li>• Things that typically annoy your clients</li> <li>• Valuing differences of people in the workplace</li> <li>• What motivates some people but not others</li> <li>• Developing effective communication</li> <li>• Observing difficult people through observing clients and customers</li> <li>• Assess your options and plan to overcome problems</li> <li>•</li> </ul>
<b>10:30am</b>	<i>Morning Tea (15 Minutes)</i>
<b>10.45am</b>	<ul style="list-style-type: none"> <li>• Identifying the difference between passive/assertive/aggressive</li> <li>• Questioning/listening skills</li> <li>• Confronting people – not avoid</li> <li>• Helping people deal with change</li> </ul>
<b>12.30pm</b>	<i>Lunch (30 minutes)</i>
<b>1.15pm</b>	<ul style="list-style-type: none"> <li>• Working for co-operation</li> <li>• Being objective</li> <li>• Negotiating solutions</li> <li>• Taking the heat out of the situation</li> </ul>
<b>3:00pm</b>	<i>Afternoon Tea (15 Minutes)</i>
<b>3.15pm</b>	<ul style="list-style-type: none"> <li>• Managing how to calm an upset person down</li> <li>• Ways to deal with abusive customers</li> <li>• How to control your feelings</li> <li>• Stress management techniques</li> </ul>
<b>4.30pm</b>	<b>How to implement what we've learned. / Feedback/Close</b>
<b>5:00pm</b>	<b>Finish</b>

**Enrolment Form - Dealing with Difficult Clients, Colleagues and Situations**

ABN 34073999185

Send this form to Acorn: Fax (02) 6217 7001 or e-mail to courses@acorntraining.com.au

**Venue:** Acorn Training Centre: 74 Townshend St Phillip

**Course date:**

**Time:** 9.00 a.m. to 5.00 p.m.

Attendee	Email Address	Date of Workshop
1.		
2.		
3.		
4.		
5.		
6.		

<b>Organisation</b>	
<b>Branch/Division</b>	
<b>Address</b>	
<b>Phone #</b>	
<b>Fax #</b>	

**Payment Details**

Total price \$595 x \_\_\_\_\_ attendees = \$\_\_\_\_\_ \$545 early bird price (early bird applies up to three weeks before the date of the workshop).

**1. Credit Card** (Amex, Diners, Visa, MasterCard)

Name \_\_\_\_\_ Card No \_\_\_\_\_

Expiry date \_\_\_\_\_

**2. Invoice**

Signed off by \_\_\_\_\_ Name \_\_\_\_\_

Email invoice to: \_\_\_\_\_

Terms: Payment is due on or before the day of the course. Cancellation is accepted more than seven days prior to the course date otherwise another person may be substituted. You have purchased a place on the date shown above; changing your booking to a later day incurs an administrative fee. We suggest you send a substitute if you can't come at the last minute.