



Power Session: How to Deal with Difficult Clients

Course Outline



Your business outcomes are our priority. Proving impact in real time.

Aim

This session encourages the use of communication skills to enhance customer service, adhere to ethical standards in all dealings with clients, provide adequate responses to a client's query or complaint and to assist clients with constructive advice and information. The aim of the workshop is to specifically address the difficult client.

What Others Had to Say About this Course...

I got to understand myself much better which means I can better understand my clients.

– Liz

Who Should Attend this Course?

This course will benefit all staff who interact with customers.

Outcome

At the end of this session delegates will have the ability to analyse their behaviour against the criteria for good customer care. Be able to identify the criteria for professional behaviour and make decisions that will enhance the client's experience with the organisation. The delegates will walk away with more confidence to face the difficult client and have a clear idea as to which tool to use to deliver the required level of client care to a demanding client.

Duration: 2 Hours

Content

Topic	What You Will Learn
The Important Role that Customers Play	• The customer is not an interruption in your day – he is the REASON for your day! • Understanding customer service from a client's perspective • What standard of performance does the customer expect
The 2 Basic Emotions	• Understanding where our reactions and interactions come from • Understanding why the client appears to be difficult • Understanding the opportunity this client brings us
How to Calm the Client	• How do we benefit from complaints? • What do we feel when faced with an angry or disappointed customer and what responses do these feelings produce?
Communication Skills	• Communication starts with the ability to listen • What does effective identification of a complaint involve? • Aspects of speech (positive) • 3 step assertive technique • The Fogging principle

Optional Purchases

When ROI and Implementation Matter

At Staff Training, we understand that each individual and/or organisation has unique needs and goals. We have developed a range of valuable, but optional purchases to maximise your training outcomes:

SETA Accredited Training Options

Most of our workshops are aligned with SETA Accredited unit standards, or you can opt for the fully accredited version of your workshop choice. This includes a certificate of competence when successfully completed. All other certificates are certificates of attendance.

The Afterburner

Afterburners are additions to selected workshops. These continued learning courses include a re-cap of material covered during the workshop and continue to expand on both knowledge and skills development for the workplace.

Skills Check

Skills Checks are extremely useful in the measurement of ROI of soft skills training. This tool is structured to help the learner improve on the implementation of new skills through a goal-driven process of accountability and reflection.

LevelUp Coaching

A 2-hour, one-on-one coaching option for those who would like to address and build on the knowledge they gained during training. Converting theory into practice under the tutelage of an experienced coach.

PowerPath Coaching

A powerful investment into your future leaders. One-on-one leadership coaching with the globally acclaimed Enneagram as the self-mastery tool.

Staff Training is an accredited IEQ9 Provider. Our Enneagram offerings include a SETA Accredited version of a leadership development workshop as well as an emotional intelligence and Enneagram combination. You can also explore our specialist hybrid offerings of workshops and coaching below.

<u>Enneagram Group Coaching Journey</u>	<u>Enneagram: Insight to Action</u>
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